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## **Salesforce Certified Agentforce Specialist Sample Questions (Q144-Q149):**

### **NEW QUESTION # 144**

An Agentforce is considering using a Field Generation prompt template type. What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the org is set to API version 59 or higher
- **B. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms**
- C. That the field chosen must be a rich text field with 255 characters or more.

**Answer: B**

Explanation:

Before creating a Field Generation prompt template in Agentforce, the Specialist must ensure that the target field is available on a Dynamic Form-enabled Lightning page layout. Field Generation prompt templates work by embedding AI-generated suggestions directly into editable record fields on the Lightning record page. This functionality requires Dynamic Forms, which allow fields to be placed and managed as individual components on the Lightning page. Without Dynamic Forms enabled, the AI cannot surface suggestions directly into the field.

### **NEW QUESTION # 145**

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC Is now setting up the retriever and notices a required field is missing. How should UC resolve this?

- A. Modify the retriever's configuration to include the desired field..
- B. Create a new custom Data Cloud object that includes the desired field.
- **C. Update the search index to include the desired field.**

**Answer: C**

Explanation:

Why is "Update the search index to include the desired field" the correct answer?

When configuring a retriever in Data Cloud for PDF file ingestion, all necessary fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.

Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:

Search Index Controls Which Fields Are Searchable

The search index defines which fields are indexed and accessible to the retriever.

If a field is missing, it must be added to the index before it can be queried.

Ensures Complete and Accurate Data Retrieval

Without indexing, the retriever cannot reference the missing field in AI responses.

Updating the index makes the field available for AI-powered retrieval.

Supports AI-Grounded Responses

Agentforce relies on Retriever-Augmented Generation (RAG) to ground AI responses in searchable Data Cloud content.

Ensuring all relevant fields are indexed improves AI-generated answer accuracy.

### **NEW QUESTION # 146**

What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

- A. Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.
- **B. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation.**
- C. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.

**Answer: B**

Explanation:

UC is deploying an Agentforce Service Agent with multiple topics and actions to production.

**NEW QUESTION # 147**

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio. Which use case works for this scenario?

- A. Predict customer sentiment toward a promotion message.
- B. Predict most popular products from new product catalog.
- **C. Predict customer lifetime value of an account.**

**Answer: C**

Explanation:

For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.

**NEW QUESTION # 148**

Universal Containers (UC) has a library of custom-built personalized investment portfolio APIs, and is planning to extend it to agents. Which method should UC's agent choose to dynamically use the best API service?

- A. Agent-to-Agent (A2A) protocol support
- B. MuleSoft connector for custom hosted processes
- **C. Model Context Protocol (MCP) server support**

**Answer: C**

Explanation:

The most appropriate and advanced method for an Agentforce agent to dynamically select and use the best API service from a library of custom-built APIs is through Model Context Protocol (MCP) server support (B).

The Model Context Protocol (MCP) is an open standard specifically designed to standardize how AI agents and Large Language Models (LLMs) interact with external tools, systems, and data sources (like custom APIs). An external system, such as a server hosting UC's custom portfolio APIs, can be exposed as an MCP Server. This server provides rich, standardized, human-readable metadata about its "tools" (the APIs it offers). The Agentforce Atlas Reasoning Engine can interpret this metadata to understand the function of each API, the required inputs, and the expected outputs. This allows the agent to dynamically discover, reason over, and select the most appropriate API to execute based on a user's request (e.g., "Show me the best-performing portfolio" vs. "Adjust my risk tolerance").

**NEW QUESTION # 149**

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