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Salesforce Certified Agentforce Specialist Sample Questions (Q26-Q31):

NEW QUESTION # 26

What is a valid use case for Data Cloud retrievers?

- **A. Returning relevant data from the vector database to augment a prompt.**
- B. Modifying and updating data within the source systems connected to Data Cloud.
- C. Grounding data from external websites to augment a prompt with RAG.

Answer: A

Explanation:

Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI- driven applications. Data Cloud retrievers are specialized components that fetch relevant data from Data Cloud's vector database-a storage system optimized for semantic search and retrieval- to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

NEW QUESTION # 27

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- **A. Clone the existing template and modify as needed.**
- B. Save as New Version and edit as needed.
- C. Save as New Template and edit as needed.

Answer: A

Explanation:

Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

NEW QUESTION # 28

Coral Cloud Resorts is uploading thousands of new HTML knowledge articles files for a resort launch. To ensure Agentforce retrieves accurate responses quickly, which chunking strategy should be used when creating a new index?

- A. Semantic-based passage extraction
- **B. Section-aware chunking**
- C. Conversation-based chunking

Answer: B

Explanation:

In AgentForce documentation on Knowledge Indexing and Chunking Strategies, Salesforce emphasizes that when uploading large volumes of structured content such as HTML or documentation files, the system should use section-aware chunking. The guide states: "Section- aware chunking preserves the logical boundaries of headings, paragraphs, and sub-sections in structured documents

like HTML or PDF files, allowing the agent to retrieve contextually accurate and relevant responses quickly." This method ensures that the agent does not split content mid-section or lose contextual relationships between headings and body text. It enhances both retrieval speed and answer precision.

NEW QUESTION # 29

Universal Containers has a new AI project. What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- B. The fields for the related list are based on the default page layout of the Account for the current user.
- C. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.

Answer: C

Explanation:

Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.

Prompt Builder Behavior

Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.

Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.

NEW QUESTION # 30

An agent incorrectly updates records when given ambiguous user instructions. What is the BEST mitigation strategy?

- A. Improve prompt instructions and constraints
- B. Increase the number of skills
- C. Remove update permissions
- D. Disable automation

Answer: A

Explanation:

Clear prompt instructions, guardrails, and constraints reduce unintended actions caused by ambiguity.

NEW QUESTION # 31

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