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Salesforce Certified Agentforce Specialist Sample Questions (Q152-Q157):

NEW QUESTION # 152
What does it mean when a prompt template version is described as immutable?

- A. Every modification on a template will be saved as a new version automatically.
- B. Only the latest version of a template can be activated.
- C. Prompt template version is activated; no further changes can be saved to that version.

Answer: C

Explanation:
When a prompt template version is immutable, it means that once the version is activated, it cannot be edited or modified. This ensures consistency in production environments where changes could disrupt workflows.
* Option A is incorrect: Any version (not just the latest) can be activated, depending on the use case.

* Option D is incorrect: Modifications require manually creating a new version; automatic versioning is not enforced.
* Option C is correct: Activation locks the version, enforcing immutability.
References:
* Salesforce Help: Prompt Template Versioning
* States that "activated prompt template versions are immutable and cannot be edited."

NEW QUESTION # 153

Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

* A. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.
* B. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.
* C. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC's issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions-such as a filter on a "Last Modified Date" or similar timestamp field-to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.
* Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency.
However, this assumes UC's training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question's context. File- based libraries are still viable with proper filtering.
* Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.
* Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn't guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.
Option B provides a precise, scalable solution to ensure content relevancy in UC's AI-driven training system.
References:
* Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)
* Salesforce Data Cloud Documentation: "Filter Retrieval for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)
* Trailhead: "Manage Data Libraries in Agentforce" (https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries)

NEW QUESTION # 154

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.
In refining its prompt design strategy, which key practices should UC prioritize?

* A. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
* B. Submit a prompt review case to Salesforce and conduct thorough testing In the playground to refine outputs until they meet user expectations.
* C. Create concise, clear, and consistent prompt templates with effective grounding, contextual role- playing, clear instructions, and iterative feedback.

Answer: C

Explanation:
ForUniversal Containers (UC)to refine itsGenerative AIprompt design strategy and improve the accuracy of the generated summaries for the custom objectGuest, the best practice is to focus on craftingconcise, clear, and consistent prompt templates.This includes:
* Effective grounding: Ensuring the prompt pulls data from the correct sources.
* Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.
* Clear instructions: Giving unambiguous directions on what to include in the response.
* Iterative feedback: Regularly testing and adjusting prompts based on user feedback.
* Option Bis correct because it follows industry best practices for refining prompt design.
* Option A(prompt test mode) is useful but less relevant for refining prompt design itself.
* Option C(prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.
References:
Salesforce Prompt Design Best Practices:https://help.salesforce.com/s/articleView?id=sf.
prompt_design_best_practices.htm

NEW QUESTION # 155

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.
How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- A. Add the fine-tuned LLM in Einstein Studio Model Builder.
- B. Enable model endpoint on OpenAl and make callouts to the model to generate emails.
- C. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.

Answer: A

Explanation:
Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine- tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder.
Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.
* Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.
* Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.
Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION # 156

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:
* Semantically search HR policies, compliance guidelines, and company procedures.
* Ensure responses are grounded on published Knowledge.
* Allow Knowledge updates to be reflected immediately without manual reconfiguration.What should UC do to ensure the agent retrieves the right information?

- A. Enable the agent to search all internal records and past customer inquiries.
- B. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.
- C. Manually add policy responses into the AI model to prevent hallucinations.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.
* Option A: Enable the agent to search all internal records and past customer inquiries.Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks

specificity, making it incorrect.
* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval.The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.
* Option C: Manually add policy responses into the AI model to prevent hallucinations.Manually embedding responses into the model isn't feasible-Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.
Why Option B is Correct:
The Data Library meets all criteria-semantic search, Knowledge grounding, and instant updates-per Salesforce's recommended approach.
References:
Salesforce Agentforce Documentation: Data Library > Knowledge Integration- Details indexing and updates.
Trailhead: Build Agents with Agentforce- Covers Data Library for accurate responses.
Salesforce Help: Grounding with Knowledge- Confirms real-time sync.

NEW QUESTION # 157

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