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## Salesforce Certified Agentforce Specialist Sample Questions (Q149-Q154):

### NEW QUESTION # 149

When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows the full text that is sent to the Trust Layer.
- B. It shows which sensitive data is masked before it is sent to the LLM.
- C. It shows the response from the LLM based on the sample record.

**Answer: C**

**Explanation:**

In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.

#### NEW QUESTION # 150

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

**Answer: C**

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 # 151

An Agentforce has created a copilot custom action using flow as the reference action type.

However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting. What should the Agentforce Specialist do to identify the root cause of the problem?

- A. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.
- B. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.
- C. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.

**Answer: A**

Explanation:

When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.

#### NEW QUESTION # 152

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions. Which use case functionality of Model Builder aligns with UC's request?

- A. Contract Renewal Date prediction
- B. Product recommendation prediction
- C. Customer churn prediction

**Answer: C**

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

#### NEW QUESTION # 153

An Agentforce is creating a custom action for Agentforce. Which setting should the a ensure the action performs as expected?

- A. Action Name
- B. Action Input
- C. Action Instructions

**Answer: C**

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

## NEW QUESTION # 154

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