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Salesforce Certified Agentforce Specialist Sample Questions (Q236-Q241):

NEW QUESTION # 236
An Agentforce agent must retrieve data from Salesforce and an external system. What is the recommended approach?

- A. Copy external data into prompts manually
- B. Disable grounding
- C. Use Apex or Flow with external integrations
- D. Train the LLM on external data

Answer: C

Explanation:
External data access should be handled via Apex or Flow integrations, not direct LLM training.

NEW QUESTION # 237
Universal Containers (UC) would like to implement the Sales Development Representative (SDR) Agent. Which channel consideration should UC be aware of while implementing it?

- A. SDR Agent must be deployed in the Messaging channel.

- B. SDR Agent must also be deployed on the company website.
- C. SDR Agent only works in the Email channel.

Answer: A

Explanation:
Universal Containers (UC) is implementing the Agentforce Sales Development Representative (SDR) Agent, a prebuilt AI agent designed to qualify leads and schedule meetings. Channel considerations are critical for deployment.

NEW QUESTION # 238
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. Create a new custom Data Cloud object that includes the desired field.
- B. Update the search index to include the desired field.
- C. Modify the retriever's configuration to include the desired field..

Answer: B

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 # 239
Universal Containers wants to incorporate CRM data as well-formatted JSON in a prompt to a large language model (LLM). What is an important consideration for this requirement?

- A. "CRM data to JSON" checkbox must be selected when creating a prompt template.
- B. JSON format should be enabled in Prompt Builder Settings.
- C. Apex code can be used to return a JSON formatted merge field.

Answer: C

Explanation:
Universal Containers (UC) wants to send well-formatted JSON data in a prompt to a large language model (LLM).
The question is about an important technical or design consideration for including CRM data as JSON in that prompt.

NEW QUESTION # 240
An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

- A. Apex Trigger
- B. Flows
- C. SOQL

Answer: B

Explanation:
The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder.
Actions determine what the agent does (e.g., retrieve data, update records).

NEW QUESTION # 241

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