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### Salesforce Certified Agentforce Specialist Sample Questions (Q74-Q79):

#### NEW QUESTION # 74

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level. In the score of 1 indicate?

- A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- B. The response is the most toxic.
- C. The response is not toxic.

**Answer: B**

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers

mitigation actions, such as blocking the response or alerting administrators.

### NEW QUESTION # 75

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- A. Field Generation, and that Dynamic Forms is enabled
- B. **Field Generation, and that Dynamic Fields is enabled**
- C. Flex, and that Dynamic Fields is enabled

#### Answer: B

Explanation:

Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC's requirement.

Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.

The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn't adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.

### NEW QUESTION # 76

Universal Containers (UC) needs to create a custom prompt template that can be called from a Lightning web component. Which prompt template type should UC create?

- A. Sales Email
- B. **Flex**
- C. Field Generation

#### Answer: B

Explanation:

The AgentForce Developer Integration Guide specifies that Flex prompt templates are the correct type for custom or embedded integrations, such as invoking a prompt from a Lightning Web Component (LWC).

Flex templates are designed for general-purpose use cases and can be called programmatically via Apex, Flow, or LWC APIs. They offer flexible input and output structures, allowing developers to integrate AgentForce reasoning into custom applications and UI components.

### NEW QUESTION # 77

Universal Containers (UC) is preparing and defining success criteria for Agentforce Testing Center test cases. Which details should UC specify as the expected output to ensure the tests accurately reflect the agent's functionality?

- A. Expected Prompt Template Name
- B. **Expected Topic API Name**
- C. Expected Flow API Name

#### Answer: B

Explanation:

According to the AgentForce Testing Center Reference Guide, each test case in the Testing Center should define a clear expected output to validate that the agent selects and executes the correct topic in response to a given user utterance.

The Expected Topic API Name acts as the validation reference -- it ensures that the reasoning engine correctly classifies the user's intent and routes the conversation to the appropriate topic.

This allows the test to confirm end-to-end functionality, from intent detection to action execution.

## NEW QUESTION # 78

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Create a flow to retrieve the opportunity information.
- B. Select the Account Opportunity object as a resource when creating the prompt template.
- C. Select the latest Opportunities related list as a merge field.

### Answer: A

Explanation:

In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

## NEW QUESTION # 79

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