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## Salesforce Certified Agentforce Specialist Sample Questions (Q214-Q219):

### NEW QUESTION # 214

Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

- A. The related list is Read Only.
- B. The related list prompt template option is not enabled.
- C. The related list is not on the parent object's page layout.

**Answer: C**

Explanation:

UC has grounded a prompt template with a related list, but the responses are incorrect during UAT. Grounding with related lists in Agentforce allows the AI to access data from child records linked to a parent object.

#### NEW QUESTION # 215

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

- A. Agent Builder
- B. Prompt Builder
- C. Model Builder

**Answer: B**

Explanation:

The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page.

#### NEW QUESTION # 216

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base. Which AI capability should UC use?

- A. Einstein Generative Service Replies for Email
- B. Einstein Email Replies
- C. Einstein Service Replies for Email

**Answer: C**

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

#### NEW QUESTION # 217

An Agentforce Specialist needs to create a prompt template that extracts the customer's name, phone number, and case number from a block of text, and nothing else. How should the Agentforce Specialist structure the prompt to ensure the large language model (LLM) doesn't include extra conversation or text?

- A. Use well-defined output instructions and provide desired output examples.
- B. Ask the LLM to extract and only output the important information in the text.
- C. Ensure in the prompt that the LLM has been told to only use name value pairs in the response.

**Answer: A**

Explanation:

According to the official AgentForce Prompt Template Design Guide, when extracting specific data such as customer name, phone number, and case number from unstructured text, the best practice is to use well-defined output instructions and examples. The documentation specifies:

"To ensure the LLM produces consistent and precise outputs, prompts must include explicit output formatting instructions and examples that demonstrate the desired structure." AgentForce guidance emphasizes structured output control to prevent the LLM

from adding conversational or extraneous text. It states: "Always define your output schema clearly - for example, specify JSON or key-value pairs - and provide one or more examples of what the model should return. This ensures the model responds only with structured data and not natural language."

### NEW QUESTION # 218

Universal Containers is very concerned about security compliance and wants to understand:

- Which prompt text is sent to the large language model (LLM)
- How it is masked
- The masked response

What should the Agentforce Specialist recommend?

- A. Review the debug logs of the running user.
- **B. Enable audit trail in the Einstein Trust Layer.**
- C. Ingest the Einstein Shield Event logs into CRM Analytics.

**Answer: B**

Explanation:

To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the Agentforce Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.

### NEW QUESTION # 219

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Which of the following best describes the unintended **AI-201 New Real Exam** consequence of turning on all auditing counters for all objects, The relationship between the subject and the object is that the relationship AI-201 Pass Test Guide and its empirical potential cannot be avoided exactly, and it always obscures it.

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