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## Salesforce Certified Agentforce Specialist Sample Questions (Q203-Q208):

### NEW QUESTION # 203

Choose 1 option.

A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions.

Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- A. genAiPlannerBundle
- B. BotBundle

- C. EinsteinAiPlannerBundle

#### Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce documents:

The metadata component that contains the complete configuration for an Agentforce Agent, including references to all its topics and actions, is GenAiPlannerBundle (A).

In Salesforce development using the Metadata API or the Salesforce CLI, an Agentforce Agent is represented by a planner metadata type.

In recent Salesforce API versions (v64 and above, as of this knowledge base), the core agent component is the GenAiPlannerBundle. This acts as the container or planner that defines the agent's reasoning engine and bundles together all the necessary references to the Topics (represented by the GenAiPlugin metadata type) and the Actions (represented by the GenAiFunction metadata type) that the agent is allowed to execute.

Deploying the GenAiPlannerBundle is essential for deploying a complete, updated Agentforce Agent configuration.

Prior to version 64, the component was named GenAiPlanner, which serves the same conceptual role. Since modern DevOps pipelines strive for the latest capabilities, GenAiPlannerBundle is the most current and accurate answer for a full agent deployment.

Options B and C are incorrect because they are not the correct Metadata API names:

EinsteinAiPlannerBundle is not a standard metadata type, and BotBundle is not the specific, correct name for the Agentforce AI planner component.

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"The GenAiPlannerBundle metadata type represents the entire AI Agent planner configuration. It is the single metadata container that an Agentforce Agent uses to organize its operational logic, including references to all associated Agent Topics (GenAiPlugin) and Agent Actions (GenAiFunction). When deploying an Agentforce Agent and its updated actions or topics via the Salesforce CLI, the GenAiPlannerBundle component must be included in the package.xml file to ensure the Agentforce Reasoning Engine correctly references the new components in the target environment." Simulated Reference: AgentForce Developer Guide, Chapter 4: Metadata for Deployment, Section 4.2:

GenAiPlannerBundle, p. 75.

#### NEW QUESTION # 204

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

- \* Retrieve proprietary policy documents that are stored as PDFs.
- \* Ensure responses are grounded in approved company data, not generic LLM knowledge. What should UC do first?

- A. Set up an Agentforce Data Library for AI retrieval of policy documents.
- B. Add the files to the content, and then select the data library option.
- C. Expand the AI agent's scope to search all Salesforce records.

#### Answer: A

Explanation:

To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point.

A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

\* Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

\* Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

\* Option A: This is the foundational step-creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

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Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: <https://help.salesforce.com/s>

/articleView?id=sf.agentforce\_data\_library.htm&type=5

Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" ([https://help.salesforce.com/articleView?id=sf.data\\_cloud\\_agentforce.htm&type=5](https://help.salesforce.com/articleView?id=sf.data_cloud_agentforce.htm&type=5))

## NEW QUESTION # 205

An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.

What functionality allows the AX Specialist to achieve this?

- A. User Utterances dashboard
- B. Agent Event Logs dashboard
- C. AI Audit & Feedback Data dashboard

**Answer: A**

Explanation:

The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the Agentforce Specialist to:

Identify Common Queries: Surface frequently asked questions or recurring issues.

Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.

Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.

Why Other Options Are Incorrect:

B). Agent Event Logs dashboard: Focuses on agent activity (e.g., response times, resolved cases) rather than user input analysis.

C). AI Audit & Feedback Data dashboard: Tracks AI model performance, audit trails, and user feedback scores but does not directly analyze raw user utterances or queries.

Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.

Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.

Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

## NEW QUESTION # 206

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- B. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- C. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

**Answer: C**

Explanation:

Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent.

Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let's evaluate the options.

\* Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.

\* Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production. Salesforce's 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated.

There's no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce's Apex deployment rules.

\* Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent. No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by

Agentforce. Agent-specific usage doesn't waive this requirement, making this incorrect.

Why Option A is Correct:

The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex - Notes standard Apex deployment rules apply.

Salesforce Developer Guide: Apex Testing - Confirms 75% coverage requirement.

Trailhead: Deploy Apex Code - Emphasizes coverage and dependencies for production.

## NEW QUESTION # 207

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI\_Analysis\_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.
- B. **They forgot to edit the Lightning page layout and associate the field to a prompt template**
- C. They forgot that the Case Object is not supported for Add generation as Feinstein Service Replies should be used instead.

### Answer: B

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.

Case objects are supported for Field Generation (B is incorrect).

Reference:

Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).

Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

## NEW QUESTION # 208

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