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## Salesforce Certified Agentforce Specialist Sample Questions (Q282-Q287):

### NEW QUESTION # 282

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities.

- A. Matched opportunities have a status of Closed Won from the last 12 months.
- B. Matched opportunities were created in the last 12 months.
- C. Matched opportunities are limited to the same account.

Answer: A

### NEW QUESTION # 283

Universal Containers (UC) stores case details and updates in several custom fields and custom objects related to the case. UC would like its Agentforce Service Agent to be able to provide information in these fields and related records as part of an answer back to its customers when the customer is asking for updates. Which best practice should UC follow to grant access to this information for the Agentforce Service Agent?

- A. Create a new permission set with the Einstein Agent License and enable Read access to the custom fields and custom objects, and assign it to the Agentforce Service Agent user.
- **B. Update the Object and Field access in the AgentforceServiceAgentUserPsg permission set group that is already assigned to the Agentforce Service Agent user,**
- C. Update the Object and Field access in the Einstein Agent User Profile so that the Agentforce Service Agents will always get the necessary access.

**Answer: B**

Explanation:

Per the AgentForce Security and Permission Management Guide, the AgentForceServiceAgentUserPsg (Permission Set Group) controls access privileges for Service Agents, including which Salesforce objects, fields, and related data they can read or interact with.

When extending an agent's access to additional custom fields or related objects, the documented best practice is to update the existing permission set group assigned to that agent type rather than creating new or profile-based permissions. This approach maintains centralized permission governance, ensures license alignment, and avoids conflicts or redundancy across multiple permission layers.

#### NEW QUESTION # 284

When using a prompt template, what should an Agentforce Specialist consider with their grounding data and chosen model?

- A. Ensure queries used for grounding employ offset so the token limits of models are not exceeded.
- B. Review the token limit in the Einstein Trust Layer.
- **C. Review the model limitation in Prompt Builder versus the grounding data size.**

**Answer: C**

Explanation:

The most critical technical consideration when pairing a prompt template's grounding data with a chosen Large Language Model (LLM) is the relationship between the two. The correct action is to review the model limitation in Prompt Builder versus the grounding data size (C).

Every LLM has a fixed context window limit, typically expressed in tokens (the model's units for processing text). This token limit defines the maximum amount of input data (the prompt template text + all the dynamic grounding data) and output data the model can handle in a single request.

The grounding data, which is pulled dynamically from Salesforce records (e.g., related lists, long text fields, Flow outputs), varies significantly in size from one record to the next. If the combined size of the prompt and the dynamic data for a specific record exceeds the LLM's token limit, the generative AI request will fail with a "token limit exceeded" error. The Agentforce Specialist must proactively design the template to limit the amount of data retrieved (e.g., using Flow to summarize related lists or querying only essential fields) to ensure it stays within the chosen model's capacity.

#### NEW QUESTION # 285

Universal Containers (UC) plans to answer questions based on similar cases that have been successfully resolved in the past. What should UC consider when implementing this approach?

- A. Create a data model object (DMO) based on Case object and create an index on it.
- B. No action is needed, as past cases are used to answer the question.
- **C. Create an unstructured data model object (UDMO) based on Case object and create an index on it.**

**Answer: C**

Explanation:

According to the AgentForce Data Configuration and Retrieval Guide, when an organization like Universal Containers wants to enable its AI agent to answer questions using historical case data, the correct implementation is to create an Unstructured Data Model Object (UDMO) based on the Case object, then index that data for retrieval.

The documentation clearly explains:

"When using previous case records to power AI-driven Q&A or similarity-based retrieval, create a UDMO mapped to the Case object. UDMOs allow the system to process and semantically index unstructured text fields such as Case Description, Resolution, and Comments, enabling the LLM to surface contextually similar resolved cases." This allows the AgentForce retrieval engine to perform semantic searches across historical support data, returning cases that are most contextually relevant to the user's query.

### NEW QUESTION # 286

Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?

- A. Prompt Execute Template permission set
- **B. Prompt Template User permission set**
- C. Prompt Template Manager permission set

**Answer: B**

Explanation:

Salesforce Agentforce leverages Prompt Builder, a powerful tool that allows administrators to create and manage prompt templates, which are reusable frameworks for generating AI-driven responses. These templates can be invoked by users to perform specific tasks, such as generating sales emails or summarizing records, based on predefined instructions and grounded data. In this scenario, Universal Containers wants its sales reps to have the ability to only execute these prompt templates, meaning they should be able to run them but not create, edit, or manage them.

### NEW QUESTION # 287

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