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## Salesforce Certified Agentforce Specialist Sample Questions (Q75-Q80):

### NEW QUESTION # 75

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

**Answer: B**

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 # 76

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

- A. Field Generation prompt template
- B. Sales Email prompt template
- C. Flex Prompt template

**Answer: A**

Explanation:

Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

Field Generation Prompt Template

Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

#### NEW QUESTION # 77

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment. Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

- A. Predictive model and generative model
- B. Predictive model
- C. Generative model

**Answer: B**

Explanation:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes. Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement. Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

#### NEW QUESTION # 78

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information. In refining its prompt design strategy, which key practices should UC prioritize?

- A. Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.
- B. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

**Answer: A**

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This

includes:

Effective grounding: Ensuring the prompt pulls data from the correct sources.

Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.

Clear instructions: Giving unambiguous directions on what to include in the response.

Iterative feedback: Regularly testing and adjusting prompts based on user feedback.

### NEW QUESTION # 79

Universal Container's internal auditing team asks An Agentforce to verify that address information is properly masked in the prompt being generated. How should the Agentforce Specialist verify the privacy of the masked data in the Einstein Trust Layer?

- **A. Inspect the AI audit trail**
- B. Review the platform event logs
- C. Enable data encryption on the address field

**Answer: A**

Explanation:

The AI audit trail in Salesforce provides a detailed log of AI activities, including the data used, its handling, and masking procedures applied in the Einstein Trust Layer. It allows the Agentforce Specialist to inspect and verify that sensitive data, such as addresses, is appropriately masked before being used in prompts or outputs.

Enable data encryption on the address field: While encryption ensures data security at rest or in transit, it does not verify masking in AI operations.

Review the platform event logs: Platform event logs capture system events but do not specifically focus on the handling or masking of sensitive data in AI processes.

Inspect the AI audit trail: This is the most relevant option, as it provides visibility into how data is processed and masked in AI activities.

### NEW QUESTION # 80

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