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Salesforce Certified Agentforce Specialist Sample Questions (Q32-Q37):

NEW QUESTION # 32

An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

- A. SOQL
- B. Apex Trigger
- C. Flows

Answer: C

Explanation:

The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder.

Actions determine what the agent does (e.g., retrieve data, update records).

NEW QUESTION # 33

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 # 34

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client. How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- A. Enable model endpoint on OpenAI and make callouts to the model to generate emails.
- B. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.
- C. Add the fine-tuned LLM in Einstein Studio Model Builder.

Answer: C

Explanation:

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy

standards.

NEW QUESTION # 35

A company wants an Agentforce agent to update Case records and execute Flows on behalf of support agents. Which security model ensures the agent does NOT exceed the user's data access?

- **A. Running the agent in the user context**
- B. Einstein Trust Layer only
- C. Public API access
- D. System Mode execution

Answer: A

Explanation:

Running the agent in user context ensures it respects the user's permissions, sharing rules, and field-level security.

NEW QUESTION # 36

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Email generation prompt template
- **B. Flex prompt template**
- C. Record summary prompt template

Answer: B

Explanation:

UC needs an AI solution to suggest products from a catalog for its sales team.

NEW QUESTION # 37

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