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## Salesforce Certified Agentforce Specialist Sample Questions (Q48-Q53):

## NEW QUESTION # 48

Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

- A. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.
- **B. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.**
- C. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.

**Answer: B**

Explanation:

UC's issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions-such as a filter on a "Last Modified Date" or similar timestamp field-to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.

Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency. However, this assumes UC's training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question's context. File-based libraries are still viable with proper filtering.

Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.

Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn't guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.

Option B provides a precise, scalable solution to ensure content relevancy in UC's AI-driven training system.

Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_custom\\_retrievers.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5))

Salesforce Data Cloud Documentation: "Filter Retrieval for AI" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_retrieval\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5))

Trailhead: "Manage Data Libraries in Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries>)

## NEW QUESTION # 49

An Agentforce is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform.

What is the correct method for the Agentforce Specialist to assign actions to an Agent?

- A. Assign the action to a Topic First in Agent Builder.
- B. Assign the action to a Topic first on the Agent Actions detail page.
- **C. Assign the action to a Topic first on Action Builder.**

**Answer: C**

Explanation:

\* Action Builder is the central place in Salesforce Agentforce where you define and manage actions that your AI agents can perform. This includes connecting actions to various tools and systems.

\* Topics in Agentforce represent the different tasks or intents that an AI agent can handle. By assigning an action to a Topic in Action Builder, you're essentially telling the agent, "When you encounter this type of request or situation, perform this action."

## NEW QUESTION # 50

Choose 1 option.

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set. The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set

and is present in production.

What is the most likely cause of this issue?

- A. The flow was not manually activated in the production org after the deployment.
- B. The change set did not include the dependent Apex classes for the flow.
- C. The user in production does not have permission to run the flow.

**Answer: A**

Explanation:

Per the AgentForce Deployment and Flow Integration Guide, when deploying flows via change sets, the flows arrive in the production org in "inactive" status by default. The administrator must manually activate the flow post-deployment before it can be executed by agents or users.

This explains why the agent encounters an error when attempting to run the flow—the system recognizes the flow but cannot invoke it because it remains inactive.

Option B is incorrect since permission errors would display an "insufficient privileges" message, not a runtime failure. Option C is unlikely because dependent Apex classes would be automatically handled if properly included in the deployment.

Therefore, the most likely cause is Option A - The flow was not manually activated in production after deployment.

Reference: AgentForce Deployment Guide - "Post-Deployment Flow Activation Requirements."

## NEW QUESTION # 51

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the Agentforce Specialist be aware of?

- A. Rich text area fields are only supported in Flex template types.
- B. Custom objects are supported only for Flex template types.
- C. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.

**Answer: C**

Explanation:

When rolling out a new Generative AI initiative in Salesforce using Prompt Builder, it's important to understand its current limitations. One key limitation is that changes to prompt templates (creation, edits, or deletions) are not logged in the Setup Audit Trail, which means admins won't have a historical record of modifications for compliance or troubleshooting.

Reference:

"Prompt Builder Limitations | Salesforce Documentation".

## NEW QUESTION # 52

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

**Answer: A**

Explanation:

UC needs an AI solution to suggest products from a catalog for its sales team. Let's assess the prompt template types in Prompt Builder.

\* Option A: Record summary prompt templateRecord summary templates generate concise summaries of records (e.g., Case, Opportunity). They're not designed for product recommendations, which require dynamic logic beyond summarization, making this incorrect.

\* Option B: Email generation prompt templateEmail generation templates craft emails (e.g., customer outreach). While they could mention products, they're not optimized for standalone recommendations, making this incorrect.

\* Option C: Flex prompt templateFlex prompt templates are versatile, allowing custom inputs (e.g., catalog data from objects or Data Cloud) and instructions (e.g., "Suggest products based on customer preferences"). This flexibility suits UC's need to recommend products dynamically, making it the correct answer.

Why Option C is Correct:

Flex templates offer the customization needed to suggest products from a catalog, aligning with Salesforce's guidance for tailored AI outputs.

References:

Salesforce Agentforce Documentation: Prompt Builder > Flex Templates - Details dynamic use cases.

Trailhead: Build Prompt Templates in Agentforce - Covers Flex for custom scenarios.

Salesforce Help: Prompt Template Types - Confirms Flex versatility.

## NEW QUESTION # 53

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