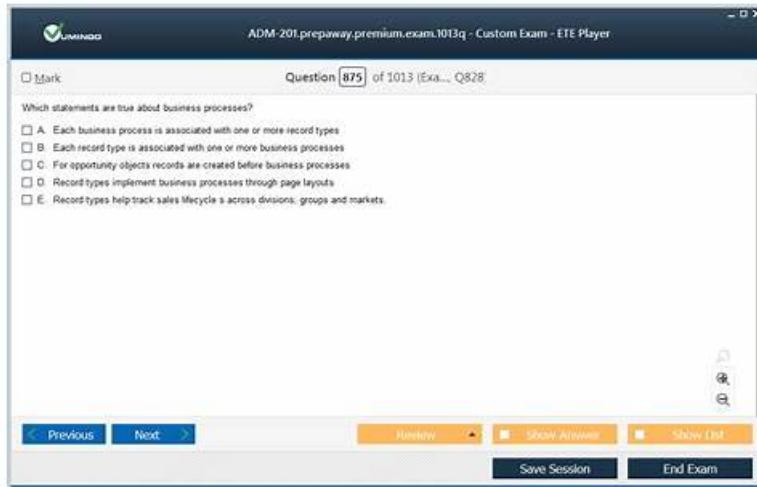


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## Salesforce Certified Agentforce Specialist Sample Questions (Q190-Q195):

### NEW QUESTION # 190

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers.

Leadership also wants to keep a human in the loop to be considered in their AI strategy. Which prompt template type should the Agentforce Specialist recommend?

- A. Sales Email
- B. Record Summary
- C. Field Generation

**Answer: C**

Explanation:

Why is "Field Generation" the correct answer?

In Agentforce, the Field Generation prompt template type is designed to populate dynamic form fields with AI-generated content, such as summaries or descriptions created by a large language model (LLM).

### Key Considerations for Using Field Generation in Dynamic Forms:

#### AI-Powered Summarization in Form Fields

Field Generation templates allow real-time AI-generated summaries based on customer data.

The summary is dynamically populated in the form field for the sales or service representative to review.

#### Human-in-the-Loop AI Strategy

Since leadership wants a human to be involved, Field Generation ensures the AI-generated content is editable before submission. This keeps a human-in-the-loop, allowing manual review before finalizing responses.

#### Works with Salesforce Dynamic Forms

Field Generation templates integrate seamlessly with Salesforce Dynamic Forms, ensuring AI-powered insights are embedded within form layouts.

### NEW QUESTION # 191

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. Flows
- B. SOQL
- C. Apex Trigger

#### Answer: A

##### 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 # 192

What is the role of the large language model (LLM) in executing an Agent Action?

- A. Find similar requests and provide actions that need to be executed
- B. Determine a user's access and sort actions by priority to be executed
- C. Identify the best matching actions and correct order of execution

#### Answer: C

##### Explanation:

In Agent, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.

By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.

### NEW QUESTION # 193

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features. Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

- A. Call Summary
- B. Call Explorer
- C. Sales Summary

#### Answer: A

##### Explanation:

For a sales rep who may miss key details during long sales calls, the Agentforce Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.

Call Explorer is designed for manually searching through call data but doesn't summarize.

Sales Summary is focused more on summarizing overall sales activity, not call-specific content.

### NEW QUESTION # 194

Cloud Kicks (CK) recently finished the development of a new prompt template that uses its own large language model (LLM). CK is deploying a prompt template from a sandbox to a production org, and is receiving an error. When trying to deploy the change set, CK is getting an error related to the LLM used in the prompt template. What is the cause of the error?

- A. The prompt does not specify that it is a custom LLM.
- B. The name of the LLM does not match in sandbox and production.
- C. BYOLLM is not yet supported for in prompt templates in production.

**Answer: B**

Explanation:

As documented in the AgentForce Prompt Template and BYOLLM (Bring-Your-Own-LLM) Deployment Guide, each prompt template references a specific LLM configuration by name and ID. When migrating components between environments (e.g., from sandbox to production), the referenced LLM must also exist in the target org with the exact same name and identifier.

If the LLM configuration is missing or named differently in production, the deployment fails, as the prompt template cannot resolve its model dependency.

### NEW QUESTION # 195

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