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Salesforce Certified Agentforce Specialist Sample Questions (Q204-Q209):

NEW QUESTION # 204

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- **B. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.**
- C. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent. Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let's evaluate the options.

* Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.

* Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production. Salesforce's 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated.

There's no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce's Apex deployment rules.

* Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent. No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn't waive this requirement, making this incorrect.

Why Option A is Correct: The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.

References:

- * Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex- Notes standard Apex deployment rules apply.
- * Salesforce Developer Guide: Apex Testing- Confirms 75% coverage requirement.
- * Trailhead: Deploy Apex Code- Emphasizes coverage and dependencies for production.

NEW QUESTION # 205

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Select the latest Opportunities related list as a merge field.
- **B. Create a flow to retrieve the opportunity information.**
- C. Select the Account Opportunity object as a resource when creating the prompt template.

Answer: B

Explanation:

In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

* Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

* Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

* Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the

exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize. Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

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Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5) Trailhead: "Build Flows for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce>)

NEW QUESTION # 206

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time-consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

- A. Einstein Recommendation Builder.
- **B. Einstein Prompt Builder and Prompt Templates.**
- C. Agent Builder and Action: Query Records.

Answer: B

Explanation:

UC wants to streamline the use of Generative AI by reducing the time reps spend typing prompts and ensuring consistency, leveraging their existing prompt knowledge. Let's evaluate the options.

* Option A: Agent Builder and Action: Query Records. Agent Builder in Agentforce Studio creates autonomous AI agents with actions like "Query Records" to fetch data. While this could retrieve information, it's designed for agent-driven workflows, not for simplifying manual prompt entry or ensuring consistency across user inputs. This doesn't directly address UC's concerns and is incorrect.

* Option B: Einstein Prompt Builder and Prompt Templates. Einstein Prompt Builder, part of Agentforce Studio, allows users to create reusable prompt templates that encapsulate specific instructions and grounding for Generative AI (e.g., using public models via the Atlas Reasoning Engine). UC can predefine prompts based on their known language, saving time for reps by eliminating repetitive typing and ensuring consistency across sales and service teams. Templates can be embedded in flows, Lightning pages, or agent interactions, perfectly addressing UC's needs. This is the correct answer.

* Option C: Einstein Recommendation Builder. Einstein Recommendation Builder generates personalized recommendations (e.g., products, next best actions) using predictive AI, not Generative AI for freeform prompts. It doesn't support custom prompt creation or address time/consistency issues for reps, making it incorrect.

Why Option B is Correct:

Einstein Prompt Builder's prompt templates directly tackle UC's challenges by standardizing prompts and reducing manual effort, leveraging their familiarity with Generative AI language. This is a core feature for such use cases, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Einstein Prompt Builder - Details prompt templates for consistency and efficiency.

Trailhead: Build Prompt Templates in Agentforce - Explains time-saving benefits of templates.

Salesforce Help: Generative AI with Prompt Builder - Confirms use for streamlining rep interactions.

NEW QUESTION # 207

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI_Analysis_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- **A. They forgot to edit the Lightning page layout and associate the field to a prompt template**
- B. They forgot that the Case Object is not supported for Add generation as Einstein Service Replies should be used instead.
- C. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.

Answer: A

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

* Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.

* Case objects are supported for Field Generation (B is incorrect).

Reference:

Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).

Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION # 208

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?

- A. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.
- B. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles. Let's troubleshoot the issue.

* Option A: The Agentforce Service Agent user is not assigned the correct Agent Type License.

There's no "Agent Type License" in Salesforce-agent functionality is tied to Agentforce licenses (e.g., Service Agent license) and permissions. Licensing affects feature access broadly, but the specific issue of not retrieving Knowledge suggests a permission problem, not a license type, making this incorrect.

* Option B: The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile. No "standard Agent Knowledge profile" exists. The Agentforce Service Agent runs under a system user (e.g., "Agentforce Agent User") with a custom profile or permission sets. Profile creation isn't the issue-access permissions are, making this incorrect.

* Option C: The Agentforce Service Agent user was not given the Allow View Knowledge permission set. The Agentforce Service Agent user requires read access to Knowledge articles to ground responses. The "Allow View Knowledge" permission (typically via the "Salesforce Knowledge User" license or a permission set like "Agentforce Service Permissions") enables this. If missing, the agent can't access Knowledge, even if articles are indexed, causing the reported failure. This is a common setup oversight and the likely issue, making it the correct answer.

Why Option C is Correct: Lack of Knowledge access permissions for the Agentforce Service Agent user directly prevents retrieval of article content, aligning with the symptoms and Salesforce security requirements.

References:

* Salesforce Agentforce Documentation: Service Agent Setup > Permissions- Requires Knowledge access.

* Trailhead: Set Up Agentforce Service Agents- Lists "Allow View Knowledge" need.

* Salesforce Help: Knowledge in Agentforce- Confirms permission necessity.

NEW QUESTION # 209

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