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QUESTION & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Sample Questions

QUESTION 1

Universal Containers wants to generate a personalized case summary using data pulled from a related Account and Contact record, then have that summary automatically populate a field on the Case. Which Prompt Builder template type is most appropriate?

A. Flex template

B. Field Generation template [Correct]

C. Sales Email template

D. Freeform template

Correct Answer: B

Explanation

Field Generation templates are purpose-built to generate content that populates directly into a specific field on a record, using grounding from related data. A "Flex" template (A) is the more general-purpose, multi-record type used when output isn't tied to a single field — a common distractor since it also supports related record grounding, but it doesn't auto-populate a field the way Field Generation does.

QUESTION 2

An admin needs a prompt template to reference real-time, unstructured data — such as PDF documents and knowledge articles — as part of generating its response. Which grounding technique should be used?

A. Merge fields only

B. Flex template with a Data Cloud retriever pointing to an unstructured data source [Correct]

C. Apex-only grounding

D. Standard record merge fields exclusively

Correct Answer: B

Explanation

Retrievers connected to Data Cloud are what allow prompt templates to ground on unstructured content (PDFs, articles) via vector search, not simple merge fields (A, D), which only pull structured field values. Apex (C) can support custom logic but isn't itself the grounding mechanism for unstructured retrieval.

Sample Questions

QUESTION 3

When a customer asks an Agentforce agent a question, what determines which topic and action the agent selects to formulate its response?

- A. A fixed, deterministic decision tree configured manually for every possible input.
- B. The reasoning engine, which interprets user intent and matches it to the most relevant topic and associated actions based on instructions and context. [Correct]**
- C. The first topic listed alphabetically in the agent's configuration.
- D. A random selection among all configured topics.

Correct Answer: B

Explanation

This is core to understanding Agentforce's architecture — the reasoning engine (built on the underlying LLM) dynamically interprets intent rather than following a rigid tree (A), which is what distinguishes agent-based automation from older bot/decision-tree tools. C and D are nonsensical distractors testing whether candidates understand this is intent-driven, not arbitrary.

QUESTION 4

An organization is deploying a Service Agent that needs to access and update Case records, but only within the records a human service rep in the same queue could normally access. What is the best-practice approach to configuring this?

- A. Grant the Agent User "View All" and "Modify All" permissions on the Case object to avoid access issues.
- B. Assign the Agent User a profile and permission sets that mirror the access level of the human agents it supports, respecting existing sharing rules and role hierarchy. [Correct]**
- C. Bypass sharing rules entirely using a system-context Apex class for all agent actions.
- D. Give the Agent User System Administrator profile to guarantee full functionality.

Correct Answer: B

Explanation

Salesforce's stated best practice is least-privilege: the Agent User should reflect the access level appropriate to its function, respecting org sharing architecture — not blanket "View/Modify All" (A) or admin access (D), which the exam treats as security anti-patterns. Bypassing sharing via system-context Apex (C) may technically work but isn't the recommended governance approach and introduces audit/compliance risk.

Sample Questions

QUESTION 5

Before deploying an agent from a sandbox to production, what is the recommended use of the Agentforce Testing Center?

- A. It is optional and only used for post-production monitoring.
- B. Run structured test cases against the agent's topics and actions to validate accuracy and reliability before promoting the agent to production. [Correct]**
- C. It replaces the need for any manual conversation review with the agent.
- D. It is used exclusively to test Apex trigger performance.

Correct Answer: B

Explanation

The Testing Center exists specifically for pre-deployment validation — running scripted scenarios against configured topics/actions to catch failures before go-live, which is a distinct exam objective. Test an agent using the Testing Center. A undersells its purpose; it is core to the deployment process, not optional/after-the-fact, and C overclaims that structured testing complements rather than replaces human review of live conversations.

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