Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses.
What is causing this issue?

    A. The related list is not on the parent object's page layout.

    B. The related list prompt template option is not enabled.

    C. The related list is Read Only.

Suggested Answer: *B*

Community vote distribution

B (83%)	A (17%)
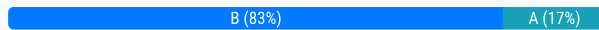
□ 👤 **gigexog** `Highly Voted 👍` 1 week, 5 days ago

`Selected Answer: B`

B is the Correct Option

I've tried a few mock test platforms, but Examforsure stood out. Their content is top-notch and very similar to what you see on the actual exam.

upvoted 6 times

□ 👤 **wetyuhj** `Most Recent ⊘` 1 week, 4 days ago

`Selected Answer: B`

Sorry B (True)

I've explored several mock test platforms, but SkillCertExams truly impressed me. Their practice material is exceptionally well-crafted and closely mirrors the real exam format. Highly recommended for serious prep!

upvoted 1 times

□ 👤 **Nand072** 3 weeks, 4 days ago

`Selected Answer: B`

B is the answer

upvoted 1 times

□ 👤 **nicodal** 1 month, 1 week ago

`Selected Answer: A`

https://help.salesforce.com/s/articleView?id=ai.prompt_builder_ground_related_list.htm&type=5

upvoted 1 times

□ 👤 **teag99** 2 months ago

`Selected Answer: B`

in order to not get a correct response, the related list must already be on the page layout

upvoted 1 times

□ 👤 **fc9fd24** 2 months ago

`Selected Answer: B`

If "related list prompt template option" is not enabled, then even though the data exists in Salesforce, the prompt won't access or reason over that related list, leading to incomplete or incorrect responses

upvoted 1 times

□ 👤 **qa_362** 2 months, 3 weeks ago

`Selected Answer: A`

related list needs to be on page layout for prompt to pick it

upvoted 1 times

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach.

Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

A. Agent Action: Draft of Revise Sales Email

B. Agent Action: Summarize Record

C. Agent Action: Find Similar Opportunities

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements.

Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

A. Save as New Version and edit as needed.

B. Clone the existing template and modify as needed.

C. Save as New Template and edit as needed.

Suggested Answer: *B*

Community vote distribution

C (75%)   A (25%)
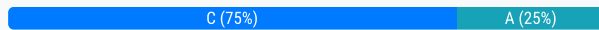
Nand072 2 weeks, 6 days ago

Selected Answer: C

It's C

upvoted 1 times

---

sfdchubsantosh 3 weeks, 4 days ago

Selected Answer: A

which creates a new, editable copy of the standard template.

You can then customize it to meet specific business needs without affecting the original standard version.

upvoted 1 times

---

shsimha 3 weeks, 4 days ago

Selected Answer: C

Save as New Version - This is used for versioning an existing custom template, not modifying standard ones. You can't version a standard (locked) template.

Clone the existing template - There is no "Clone" functionality in Prompt Builder.

The correct action is "Save as New Template".

upvoted 1 times

LeeSeifer 4 weeks ago

Selected Answer: C

Standard prompt templates are read-only—you can't create a new version of them or clone them directly. Instead, open the template, choose Save as New Template, and you'll get an editable copy that you can tailor to UC's exact requirements.

upvoted 1 times

Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records.

Users have reported that the case summaries generated are not returning the appropriate information.

What is a possible explanation for the poor prompt performance?

    A. The prompt template version is incompatible with the chosen LLM.

    B. The Einstein Trust Layer is incorrectly configured.

    C. The data being used for grounding is incorrect or incomplete.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models.

What should UC consider when building prompt templates in Prompt Builder?

A. Ask it to role-play as a character in the prompt template to provide more context to the LLM.

B. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.

C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality.

What should the development team review in the Custom Agent Action configuration to identify one of the core components of a Custom Agent Action?

- A. Instructions

- B. Output Types

- C. Action Triggers

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **sfdchubsantosh** 3 weeks, 4 days ago

Selected Answer: A

Instructions — because they are the central component guiding how the LLM understands and executes a custom Agent Action.

upvoted 1 times

👤 **Mark7209** 1 month, 1 week ago

Selected Answer: A

It should be A. Instructions are a core component of a Custom Agent Action in Agentforce. Action Triggers is not a term used in Agentforce. Output type is not a distinct configuration element in Agent Builder.

upvoted 2 times

What is true of Agentforce Testing Center?

A. Running tests risks modifying CRM data in a production environment.

B. Agentforce Testing Center can only be used in a production environment.

C. Running tests does not consume Einstein Requests.

Suggested Answer: *C*

Community vote distribution

A (100%)

☐ 👤 **LeeSeifer** 4 weeks ago

Selected Answer: A

Salesforce documentation notes that test runs still consume Einstein Requests, which are tracked in Digital Wallet. Testing Center warns that "testing agents can modify CRM data"

upvoted 1 times

☐ 👤 **ransommule** 4 weeks ago

Selected Answer: A

Running test CAN modify Data

Running test consumes credits.

The correct answer is A

https://help.salesforce.com/s/articleView?id=ai.agent_testing_center.htm&type=5

upvoted 1 times

Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

A. The number of tokens that can be processed by the LLM varies with total user demand.

B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements.

Which prompt template type should UC use and which consideration should UC review?

    A. Flex, and that Dynamic Fields is enabled

    B. Field Generation, and that Dynamic Forms is enabled

    C. Field Generation, and that Dynamic Fields is enabled

> **Suggested Answer:** *C*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

Semantically search HR policies, compliance guidelines, and company procedures.

Ensure responses are grounded on published Knowledge.

Allow Knowledge updates to be reflected immediately without manual reconfiguration.

What should UC do to ensure the agent retrieves the right information?

    A. Manually add policy responses into the AI model to prevent hallucinations.

    B. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.

    C. Enable the agent to search all internal records and past customer inquiries.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

How does the AI retriever function within Data Cloud?

A. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

B. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.

C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

How does the AI retriever function within Data Cloud?

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B. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.

C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.

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. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

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.

C. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

Retrieve proprietary policy documents that are stored as PDFs.

Ensure responses are grounded in approved company data, not generic LLM knowledge.

What should UC do first?

A. Expand the AI agent's scope to search all Salesforce records.

B. Set up an Agentforce Data Library for AI retrieval of policy documents.

C. Add the files to the content, and then select the data library option.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

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. Apex trigger

    C. SOQL

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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. Apex trigger

    C. SOQL

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

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

    A. Identify the best matching topic and actions and correct order of execution

    B. Determine a user's topic access and sort actions by priority to be executed

    C. Find similar requested topics and provide the actions that need to be executed

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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. Agent Builder and Action: Query Records

    B. Einstein Prompt Builder and Prompt Templates

    C. Einstein Recommendation Builder

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) has configured Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly.

What should UC do to troubleshoot the issue?

A. Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.

B. Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.

C. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) has configured Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly.

What should UC do to troubleshoot the issue?

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent.

Which Service Channel should the company use in the flow to ensure it's routed properly?

A. Live Agent

B. Messaging

C. Route Work Action

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) wants to ensure the effectiveness, reliability, and trust of its agents prior to deploying them in production. UC would like to efficiently test a large and repeatable number of utterances.

What should the Agentforce Specialist recommend?

    A. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.

    B. Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.

    C. Deploy the agent in a Q/A sandbox environment and review the Utterance Analysis reports to review effectiveness.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls.

How should UC meet this requirement?

A. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.

B. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.

C. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

What is a valid use case for Data Cloud retrievers?

A. Modifying and updating data within the source systems connected to Data Cloud

B. Grounding data from external websites to augment a prompt with RAG

C. Returning relevant data from the vector database to augment a prompt

Suggested Answer: C

Currently there are no comments in this discussion, be the first to comment!

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields.

Which combination of Agentforce for Service features enables this effort?

    A. Einstein Reply Recommendations and Case Classification

    B. Einstein Reply Recommendations and Case Summaries

    C. Einstein Service Replies and Work Summaries

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

In a Knowledge-based data library configuration, what is the primary difference between the identifying fields and the content fields?

A. Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.

B. Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.

C. Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template.

How should UC accomplish this?

A. Create a prompt template-triggered flow to access the data from standard and custom objects.

B. Create a Flex template to add resources with standard and custom objects as inputs.

C. Create a prompt template passing in a special custom object that connects the records temporarily.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

A. Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.

B. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation.

C. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers plans to enhance its sales team's productivity using AI.

Which specific requirement necessitates the use of Prompt Builder?

  A. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data

  B. Creating a draft newsletter for an upcoming tradeshow

  C. Predicting the likelihood of customers churning or discontinuing their relationship with the company

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

How does an Agent respond when it can't understand the request or find any requested information?

    A. With a preconfigured message, based on the action type

    B. With a generated error message

    C. With a general message asking the user to rephrase the request

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities.

What is one criterion that Agentforce for Sales uses to match similar opportunities?

    A. Matched opportunities are limited to the same account.

    B. Matched opportunities have a status of Closed Won from last 12 months.

    C. Matched opportunities were created in the last 12 months.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!