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Salesforce Certified Agentforce Specialist Sample Questions (Q150-Q155):

NEW QUESTION # 150

Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions.

Why should UC consider using Agentforce Sales Agent?

- A. To streamline the sales process and increase conversion rates
- B. To track customer interactions for future analysis
- C. To automate the entire sales process for maximum efficiency

Answer: A

Explanation:

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates. It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

NEW QUESTION # 151

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.

In the score of 1 indicate?

- A. The response is the most toxic.
- B. The response is not toxic.
- C. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.

Answer: A

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

* A score of 0 would indicate no toxicity (B is incorrect).

* The scoring system does not use "least toxic" as a category (A is misleading).

Reference:

Salesforce Help Article: Einstein Trust Layer - Toxicity Scoring ("Interpreting Toxicity Scores" section).

Einstein GPT Safety Overview: "Mitigating Harmful Content with Toxicity Detection."

NEW QUESTION # 152

What is a valid use case for Data Cloud retrievers?

- A. Modifying and updating data within the source systems connected to Data Cloud.
- B. Returning relevant data from the vector database to augment a prompt.
- C. Grounding data from external websites to augment a prompt with RAG.

Answer: B

Explanation:

Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI-driven applications. Data Cloud retrievers are specialized components that fetch relevant data from Data Cloud's vector database—a storage system optimized for semantic search and retrieval—to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

Option B: Grounding data from external websites is not a primary function of Data Cloud retrievers. While RAG can incorporate external data, Data Cloud retrievers specifically work with data within Salesforce's ecosystem (e.g., the vector database or harmonized data lakes), not arbitrary external websites. This makes B incorrect.

Option C: Data Cloud retrievers are read-only mechanisms designed for data retrieval, not for modifying or updating source systems. Updates to source systems are handled by other Salesforce tools (e.g., Flows or Apex), not retrievers.

Option A is correct because it aligns with the core purpose of Data Cloud retrievers: enhancing prompts with relevant, vectorized data from within Salesforce Data Cloud.

Salesforce Data Cloud Documentation: "Data Cloud for Agentforce" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

Trailhead: "Data Cloud Basics" module (<https://trailhead.salesforce.com/content/learn/modules/data-cloud-basics>)

NEW QUESTION # 153

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

- A. Create concise, clear, and consistent prompt templates with effective grounding, contextual role- playing, clear instructions, and iterative feedback.
- B. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing In the playground to refine outputs until they meet user expectations.

Answer: A

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

- * Effective grounding: Ensuring the prompt pulls data from the correct sources.
- * Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.
- * Clear instructions: Giving unambiguous directions on what to include in the response.
- * Iterative feedback: Regularly testing and adjusting prompts based on user feedback.
- * Option B is correct because it follows industry best practices for refining prompt design.
- * Option A (prompt test mode) is useful but less relevant for refining prompt design itself.
- * Option C (prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.

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Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf_prompt_design_best_practices.htm

NEW QUESTION # 154

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

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Answer: A

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

- * Effective grounding: Ensuring the prompt pulls data from the correct sources.
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References:

Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf_prompt_design_best_practices.htm

NEW QUESTION # 155

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Or perhaps, should we look over the fence and borrow from the Agentforce-Specialist Test Voucher mobile designer's arsenal of tools to replace old fashioned PC design, Consider the central Host object in a call chain in which the Host receives 'req' requests from any number of Clients Agentforce-Specialist and, in the course of processing them, must issue logically oneway 'handle' messages to one or more Helper objects.

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