

Agentforce-Specialist Originale Fragen & Agentforce-Specialist Online Praxisprüfung



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Wenn Sie die Produkte von ITZert kaufen, werden wir mit äußerster Kraft Ihnen helfen, die Salesforce Agentforce-Specialist Zertifizierungsprüfung zu bestehen. Außerdem bieten wir Ihnen einen einjährigen kostenlosen Update-Service. Wenn der Prüfungsplan von staatlicher Seite geändert werden, benachrichtigen wir die Kunden sofort. Wenn unsere Software neue Version hat, liefern wir den Kunden sofort. ITZert verspricht, dass Sie nur einmal die Salesforce Agentforce-Specialist Zertifizierungsprüfung bestehen können.

Möchten Sie in kurzer Zeit die Agentforce-Specialist Salesforce Zertifizierungsprüfung bestehen? Unser ITZert bietet Ihnen die Testfragen und Antworten zur Salesforce Agentforce-Specialist Zertifizierung, die von den IT-Experten durch Experimente und Praxis erhalten werden und über IT-Zertifizierungserfahrungen über 10 Jahre verfügt. Außerdem gewährt unser ITZert Ihnen die vollständigsten Zertifizierungskriterien sowie Ausbildungsmethoden. Die Ergebnisse von unseren Kunden haben bewiesen, dass die Genauigkeit der Salesforce Agentforce-Specialist Zertifizierung 100% beträgt! Wenn Sie irgendeine Frage über die Agentforce-Specialist Prüfung haben, werden wir so schnell wie möglich beantworten.

>> Agentforce-Specialist Originale Fragen <<

Die neuesten Agentforce-Specialist echte Prüfungsfragen, Salesforce Agentforce-Specialist originale fragen

Es gibt viele Methoden, die Salesforce Agentforce-Specialist Zertifizierungsprüfung zu bestehen. Einerseits kann man viel Zeit und Energie auf die Salesforce Agentforce-Specialist Zertifizierungsprüfung aufwenden, um die Fachkenntnisse zu konsolidieren. Andererseits kann man mit weniger Zeit und Geld die zielgerichteten Salesforce Agentforce-Specialist Prüfungsfragen von ITZert benutzen.

Salesforce Agentforce-Specialist Prüfungsplan:

Thema	Einzelheiten
Thema 1	Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.
Thema 2	Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.

Thema 3	Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.
Thema 4	Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.
Thema 5	Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.

Salesforce Certified Agentforce Specialist Agentforce-Specialist Prüfungsfragen mit Lösungen (Q198-Q203):

198. Frage

Universal Containers (UC) has configured a data library and wants to restrict indexing of knowledge articles to articles which are only publicly available in their knowledge base, UC also wants the agent to link sources that the large language model (LLM) grounded its response on.

Which settings should help UC with this?

- A. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article. It is not possible to display articles that the LLM grounded its response in.
- B. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article and select Show sources,
- C. Use Data Categories to categorize publicly available articles to index. Sources are automatically displayed when knowledge articles are categorized as Public.

Antwort: B

Begründung:

According to the AgentForce Data Library Configuration Guide, administrators can restrict indexing and retrieval of Knowledge articles to publicly available ones and enable source visibility for LLM-grounded responses. The documentation states: "Within the data library settings, under Knowledge Settings, enable 'Use Public Knowledge Articles' to ensure only publicly visible content is indexed. To display citations, enable 'Show Sources' so the agent links the specific articles or data records used to ground its response." Option A correctly reflects these two documented configuration steps.

Option B is incorrect because Salesforce explicitly supports source display for transparency through the "Show Sources" setting.

Option C incorrectly assumes that Data Categories control indexing visibility and source linking, which is handled by explicit Knowledge Settings, not categorization.

References (AgentForce Documents / Study Guide):

AgentForce Data Library Configuration Guide: "Knowledge Settings for Public Article Indexing" AgentForce Transparency and Source Attribution Notes: "Show Sources Option" AgentForce Study Guide: "Configuring Knowledge Visibility and Source Display"

199. Frage

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The encryption keys for masking
- B. The profiles exempt from masking
- C. The privacy data entities to be masked

Antwort: C

Begründung:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

* Data Masking Configuration:

* The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be

masked. For example, masking the Email field in a prompt response to protect user privacy.

* This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

* Why Other Options Are Incorrect:

* A. Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

* B. Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

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Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data." Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

200. Frage

Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?

- A. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.
- **B. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.**
- C. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.

Antwort: B

Begründung:

Comprehensive and Detailed In-Depth Explanation: The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data. Let's assess the scenarios.

* Option A: When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library. The Data Library is designed to store and index structured content (e.g., Knowledge articles, policy documents) for semantic search and grounding. It excels when an agent needs accurate, up-to-date responses from a managed corpus, like policy documents, ensuring relevance and reducing hallucinations. This is a prime use case per Salesforce documentation, making it the correct answer.

* Option B: When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding. Combining disparate sources is more suited to Data Cloud's ingestion and harmonization capabilities, not the Data Library, which focuses on indexed content retrieval. This scenario is less aligned, making it incorrect.

* Option C: When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval. Zero-copy integration with Snowflake is a Data Cloud feature, but the Data Library isn't specifically tied to this process—it's about indexed libraries, not direct external retrieval. This is a different context, making it incorrect.

Why Option A is Correct: The Data Library shines in curated, indexed content scenarios like policy documents, improving agent accuracy, as per Salesforce guidelines.

References:

* Salesforce Agentforce Documentation: Data Library > Use Cases- Highlights curated content grounding.

* Trailhead: Ground Your Agentforce Prompts- Describes Data Library accuracy benefits.

* Salesforce Help: Agentforce Data Library- Confirms policy document scenario.

201. Frage

An Agentforce at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the Agentforce Specialist recommend to achieve this use case?

- A. Fine-Tune the standard foundational model due to the complexity of the data.
- **B. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.**
- C. Deploy UC's own custom foundational model on this data first.

Antwort: B

Begründung:

For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground

responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

Reference:

Salesforce Help Article: Prompt Builder for No-Code AI ("Grounding in CRM and Data Cloud" section).

Einstein GPT Implementation Guide: "Generating Summaries with Pre-Built Models."

202. Frage

Choose 1 option.

A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions.

Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- **A. GenAiPlannerBundle**
- B. BotBundle
- C. EinsteinAiPlannerBundle

Antwort: A

Begründung:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce documents:

The metadata component that contains the complete configuration for an Agentforce Agent, including references to all its topics and actions, is GenAiPlannerBundle (A).

In Salesforce development using the Metadata API or the Salesforce CLI, an Agentforce Agent is represented by a planner metadata type.

In recent Salesforce API versions (v64 and above, as of this knowledge base), the core agent component is the GenAiPlannerBundle. This acts as the container or planner that defines the agent's reasoning engine and bundles together all the necessary references to the Topics (represented by the GenAiPlugin metadata type) and the Actions (represented by the GenAiFunction metadata type) that the agent is allowed to execute.

Deploying the GenAiPlannerBundle is essential for deploying a complete, updated Agentforce Agent configuration.

Prior to version 64, the component was named GenAiPlanner, which serves the same conceptual role. Since modern DevOps pipelines strive for the latest capabilities, GenAiPlannerBundle is the most current and accurate answer for a full agent deployment. Options B and C are incorrect because they are not the correct Metadata API names:

EinsteinAiPlannerBundle is not a standard metadata type, and BotBundle is not the specific, correct name for the Agentforce AI planner component.

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"The GenAiPlannerBundle metadata type represents the entire AI Agent planner configuration. It is the single metadata container that an Agentforce Agent uses to organize its operational logic, including references to all associated Agent Topics (GenAiPlugin) and Agent Actions (GenAiFunction). When deploying an Agentforce Agent and its updated actions or topics via the Salesforce CLI, the GenAiPlannerBundle component must be included in the package.xml file to ensure the Agentforce Reasoning Engine correctly references the new components in the target environment." Simulated Reference: AgentForce Developer Guide, Chapter 4:

Metadata for Deployment, Section 4.2:

GenAiPlannerBundle, p. 75.

203. Frage

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Liebe Kandidaten, haben Sie schon mal gedacht, sich an der Kurse für die Salesforce Agentforce-Specialist Zertifizierungsprüfung beteiligen? Eigentlich können Sie Maßnahmen treffen, die Prüfung nur einmal zu bestehen. Die Schulungsunterlagen von ITZert ist eine gute Wahl. Das virtuelle Internet-Training und die Kurse enthalten viele Salesforce Agentforce-Specialist Prüfungsaufgaben, die Ihnen zum erfolgreichen Bestehen der Prüfung verhelfen.

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