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For the challenging Salesforce Certified Agentforce Specialist (AI-201) exam, they make an effort to locate reputable and recent Treasury with Salesforce Certified Agentforce Specialist (AI-201) practice questions. The high anxiety and demanding workload the candidate must face being qualified for the Treasury with Salesforce Certified Agentforce Specialist (AI-201) certification are more difficult than only passing the Salesforce Certified Agentforce Specialist (AI-201) exam.

Salesforce Certified Agentforce Specialist Sample Questions (Q190-Q195):

NEW QUESTION # 190
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. What does a safety category score of 1 indicate in the Einstein Generative Toxicity Score?

- A. Safe
- B. Not safe
- C. Moderately safe

Answer: A

Explanation:
In the Einstein Trust Layer, the toxicity scoring system is used to evaluate the safety level of content generated by AI, particularly to ensure that it is non-toxic, inclusive, and appropriate for business contexts. A toxicity score of 1 indicates that the content is deemed safe.

The scoring system ranges from 0 (unsafe) to 1 (safe), with intermediate values indicating varying degrees of safety. In this case, a score of 1 means that the generated content is fully safe and meets the trust and compliance guidelines set by the Einstein Trust Layer.

For further reference, check Salesforce's official Einstein Trust Layer documentation regarding toxicity scoring for AI-generated content.

NEW QUESTION # 191

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 Summaries
- B. Einstein Service Replies and Work Summaries
- C. Einstein Reply Recommendations and Case Classification

Answer: A

Explanation:
Universal Containers (UC) aims to streamline customer support by addressing two goals:
reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto- suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to- use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

NEW QUESTION # 192

Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization. What should the Agentforce Specialist recommend?

- A. Agentforce Analytics
- B. Agent Analytics
- C. Agent Studio Analytics

Answer: A

Explanation:
To measure adoption and usability of Agents across the organization, Agentforce Analytics is the right tool. It provides dashboards and reports that track how Agents are being used, which actions are triggered most often, and overall performance trends. This data helps organizations drive adoption by identifying gaps, monitoring usage, and demonstrating business value.

NEW QUESTION # 193

Universal Containers (UC) wants to ensure its compliance team can retrieve exact matches of policy clause numbers from a structured legal document library. Which search type should UC implement?

- A. Use semantic search to interpret synonyms of clauses dynamically.
- B. Use hybrid search to blend keyword and semantic recall.
- C. Use keyword search for exact term matching on structured fields like clause numbers.

Answer: C

Explanation:
According to the AgentForce Search Optimization Guide, when the use case requires retrieving exact matches (such as policy clause numbers, legal identifiers, or invoice IDs) from structured data, the recommended approach is to use keyword search. The documentation specifies:
"Keyword search ensures deterministic retrieval of exact term matches from structured fields, preserving precision for identifiers, numeric values, and code references."

NEW QUESTION # 194
Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

- A. The data source can be changed through the Data Cloud settings.
- B. The Data Retriever can be reconfigured to use a different data source.
- C. The data source cannot be changed after it is selected.

Answer: C

Explanation:
Why is "The data source cannot be changed after it is selected" the correct answer?
When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.
Key Considerations in Agentforce Data Library
Data Source Lock-In
The chosen data source remains fixed to maintain data integrity and avoid inconsistencies.
Any updates or modifications require creating a new Data Library instead of modifying the existing one.
Why Can't the Data Source Be Changed?
The data source defines the foundation of AI-driven workflows, and any modification would disrupt processing logic.
Agentforce tools rely on structured datasets to enable AI-powered recommendations, and changing data sources could lead to inconsistencies in grounding techniques.
Workarounds for Changing Data Sources
If an organization needs to use a different data source, a new Agentforce Data Library must be created and configured from scratch.
Old data can be manually migrated into the new data source for continuity.

NEW QUESTION # 195
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