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Salesforce Certified Agentforce Specialist Sample Questions (Q188-Q193):

NEW QUESTION # 188

Choose 1 option.

Universal Containers has multiple Salesforce orgs, each with a unique customer service agent where a verification agent must pass customer identity data to downstream agents handling account modifications. The customer ID must remain secure and persistent across agent handoffs without exposure to large language model (LLM) modification.

What is the most appropriate configuration?

- A. Store customer identity information in conversation variables created by the first agent and have other agents read those same conversation variables.
- B. Implement a custom object to temporarily store verification status and have each agent query it via SOQL actions during execution.
- C. Use the Agent API to start the downstream agent's session and pass the verified customer ID as a read- only context variable, ensuring security and preventing LLM alteration.

Answer: C

Explanation:

The AgentForce Inter-Agent Communication and Security Configuration Guide specifies that when sensitive identity data (like a verified customer ID) must be shared between agents, the correct approach is to use the Agent API to initiate the downstream agent's session. The verified data should be passed as a read-only context variable, ensuring persistence across sessions while preventing modification by the large language model (LLM).

This setup maintains data integrity and security compliance by isolating sensitive variables from the LLM's reasoning layer. Context variables passed via the Agent API are immutable during runtime, ensuring they cannot be altered or exposed in agent-generated responses.

Option A adds unnecessary data persistence and complexity. Option B is insecure because conversation variables are exposed to the LLM context, risking unintended modification or leakage.

Therefore, the most secure and compliant configuration is Option C - Use the Agent API to pass verified IDs as read-only context variables between agents.

Reference: AgentForce API and Security Guide - "Securing Context Variables in Multi-Agent Architectures."

NEW QUESTION # 189

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team. What should the Agentforce Specialist be aware of before enabling this feature?

- A. Custom Call Explorer actions need to be built before it can be configured.
- **B. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.**
- C. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.

Answer: B

Explanation:

Before enabling Call Explorer, the Salesforce Agentforce Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

* Permission Set Requirement:

* Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.

* The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.

* Why Other Options Are Incorrect:

* A. Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.

* B. Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

References:

* Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

* Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

* Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION # 190

Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.

Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

- **A. UC wants a model fine-tuned using company data.**
- B. UC wants to fine-tune model temperature.
- C. UC wants to change the frequency penalty of the model.

Answer: A

Explanation:

Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with

company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.

* Option A: Adjusting model temperature is a parameter-level setting for controlling randomness in AI-generated responses but does not necessitate connecting to an external foundational model.

* Option B: This is the correct answer because Einstein Studio supports fine-tuning external models with proprietary company data, enabling a tailored and more accurate AI solution for UC.

* Option C: Changing frequency penalties is another parameter-level adjustment and does not require external foundational models or Einstein Studio.

Reference:

"Using Einstein Studio to Connect Foundational Models | Salesforce Trailhead".

NEW QUESTION # 191

What is a valid use case for Data Cloud retrievers?

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

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 # 192

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

- A. Einstein Email Replies
- **B. Einstein Service Replies for Email**
- C. Einstein Generative Service Replies for Email

Answer: B

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

* Einstein Email Replies (option A) is more suited for sales use cases.

* Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

References:

Einstein Service Replies Overview:

NEW QUESTION # 193

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