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## **Salesforce Certified Agentforce Specialist Sample Questions (Q182-Q187):**

## NEW QUESTION # 182

Universal Containers (UC) needs to capture and store detailed interaction data for all agents.

Which feature should help UC get a full view of the agent's behavior from start to finish, including reasoning engine executions, actions, prompt and gateway inputs/outputs, error messages, and final responses?

- A. Agentforce Analytics
- B. Utterance Analysis
- **C. Agentforce Session Tracing**

Answer: C

### Explanation:

The AgentForce Observability and Diagnostics Guide details that AgentForce Session Tracing provides the most comprehensive visibility into agent operations. The documentation explains:

"Session Tracing captures the entire execution flow for each agent session - including reasoning engine decisions, executed actions, prompts, gateway inputs and outputs, error logs, and final agent responses - to provide an end-to-end view of agent behavior."

## NEW QUESTION # 183

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 keyword search for exact term matching on structured fields like clause numbers.

- B. Use hybrid search to blend keyword and semantic recall.
- C. Use semantic search to interpret synonyms of clauses dynamically.

**Answer: A**

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 # 184

A company wants an Agentforce agent to update Case records and execute Flows on behalf of support agents. Which security model ensures the agent does NOT exceed the user's data access?

- A. **Running the agent in the user context**
- B. Einstein Trust Layer only
- C. System Mode execution
- D. Public API access

**Answer: A**

Explanation:

Running the agent in user context ensures it respects the user's permissions, sharing rules, and field-level security.

#### NEW QUESTION # 185

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client. How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- A. **Add the fine-tuned LLM in Einstein Studio Model Builder.**
- B. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.
- C. Enable model endpoint on OpenAI and make callouts to the model to generate emails.

**Answer: A**

Explanation:

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

#### NEW QUESTION # 186

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries. Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy. Which feature in Einstein for Service should the support team use?

- A. Einstein Knowledge Recommendations
- B. Einstein Reply Recommendations
- C. **Einstein Service Replies**

**Answer: C**

Explanation:

Einstein Service Replies: This feature is designed to generate contextual, AI-powered response suggestions for agents during chat and email interactions. Crucially, these replies can be grounded in your organization's knowledge base, ensuring consistency and accuracy. This aligns perfectly with the requirement for quick, relevant, and consistent responses.

## NEW QUESTION # 187

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