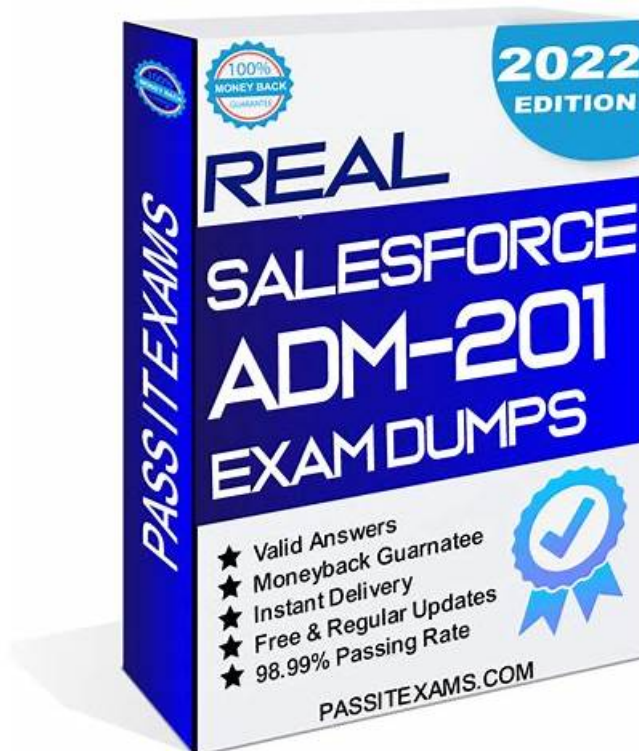


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## Salesforce Certified Agentforce Specialist Sample Questions (Q186-Q191):

### NEW QUESTION # 186

Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Agent to improve its processes. What is a key reason for implementing Agent?

- A. Improving data entry and data cleansing
- **B. Streamlining workflows and automating repetitive tasks**
- C. Allowing AI to perform tasks without user interaction

**Answer: B**

Explanation:

The key reason for implementing Agent is its ability to streamline workflows and automate repetitive tasks. By leveraging AI, Agent can assist users in handling mundane, repetitive processes, such as automatically generating insights, completing actions, and guiding users through complex processes, all of which significantly improve operational efficiency.

#### **NEW QUESTION # 187**

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

**Answer: B**

Explanation:

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.

#### **NEW QUESTION # 188**

Before deploying an Agentforce agent to production, which step is MOST critical?

- A. Disable debug logs
- **B. Test with real-world scenarios and monitor outputs**
- C. Increase API limits
- D. Grant admin permissions

**Answer: B**

Explanation:

Testing with real scenarios and monitoring outputs ensures accuracy, safety, and business alignment.

#### **NEW QUESTION # 189**

Universal Containers (UC) wants its AI agent to return responses quickly. UC needs to optimize the retriever's configuration to ensure minimal latency when grounding AI responses. Which configuration aspect should UC prioritize?

- **A. Ensure the retriever's filters are defined to limit the scope of each search efficiently.**
- B. Increase the recency bias setting for the retriever limiting scope to more recent data.
- C. Configure the retriever to operate in dynamic mode so that it modifies the search Index structure at runtime.

**Answer: A**

Explanation:

Why is "Ensure the retriever's filters are defined to limit the scope of each search efficiently" the correct answer?

In Agentforce, when optimizing a retriever's configuration to ensure minimal latency in AI-generated responses, the most effective approach is narrowing the scope of searches by applying specific filters.

Key Considerations for Optimizing Retrievers in Agentforce:

Defining Effective Filters

Applying precise search filters reduces unnecessary data retrieval, decreasing response time.

Filters help focus on relevant records, avoiding delays caused by processing large datasets.

Reducing Query Complexity

Overly broad searches can increase retrieval time, leading to latency issues.

Well-configured retriever filters streamline queries, improving response speed.

Optimizing the Data Indexing Process

Restricting retriever searches to indexed fields enhances efficiency.

Pre-indexed data is faster to access, reducing retrieval time.

### NEW QUESTION # 190

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

**Answer: C**

Explanation:

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

### NEW QUESTION # 191

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