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Salesforce Certified Agentforce Specialist Sample Questions (Q104-Q109):

NEW QUESTION # 104

A Salesforce Administrator is exploring the capabilities of Agent to enhance user interaction within their organization. They are particularly interested in how Agent processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Agent directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users. How does Agent handle user requests In Salesforce?

- A. Agent will perform an HTTP callout to an LLM provider.
- B. Agent analyzes the user's request and LLM technology is used to generate and display the appropriate response.
- C. Agent will trigger a flow that utilizes a prompt template to generate the message.

Answer: B

Explanation:

Agent is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Agent analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface.

NEW QUESTION # 105

An agent must decide whether to resolve a Case automatically or escalate it to a human. Which design principle BEST supports this behavior?

- A. Human-in-the-loop design
- B. Hard-coded escalation rules
- C. Static response templates
- D. Anonymous execution

Answer: A

Explanation:

Human-in-the-loop design allows the agent to hand off to humans when confidence is low or business rules require approval.

NEW QUESTION # 106

A support manager wants an agent to summarize cases but prevent it from exposing customer PII. Which feature directly addresses this requirement?

- A. Field-level security
- B. Case assignment rules
- C. Prompt Builder
- D. Einstein Trust Layer data masking

Answer: D

Explanation:

The Einstein Trust Layer can mask or exclude sensitive fields, preventing PII from being exposed in AI responses.

NEW QUESTION # 107

Universal Containers needs to create Data Cloud reports to understand agent behavior. Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AIAgentInteraction
- B. AIAgentSession
- C. AIAgentInteractionMessage

Answer: B

Explanation:

Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the relationship to individual messages exchanged during the session."

NEW QUESTION # 108

A sales manager needs to contact leads at scale with hyper-relevant solutions and customized communications in the most efficient manner possible. Which Salesforce solution best suits this need?

- A. Prompt Builder
- B. Einstein Sales Assistant
- C. Einstein Lead follow-up

Answer: A

Explanation:

The question specifies a sales manager's need to:

Contact leads at scale: Handle a large volume of leads simultaneously.

Hyper-relevant solutions: Deliver tailored solutions based on lead-specific data (e.g., CRM data, behavior).

Customized communications: Personalize outreach (e.g., emails, messages) for each lead.

Most efficient manner possible: Minimize manual effort and maximize automation.

This suggests a solution that leverages AI for personalization and automation for scale, ideally within the Salesforce ecosystem.

NEW QUESTION # 109

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