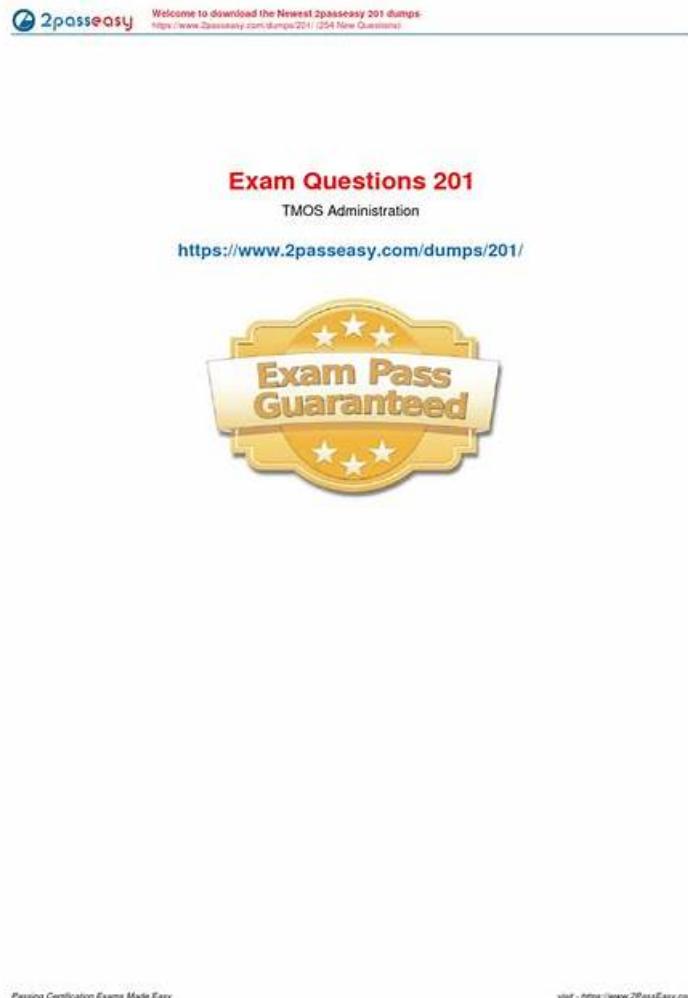


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Salesforce Certified Agentforce Specialist Sample Questions (Q277-Q282):

NEW QUESTION # 277

When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

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

Answer: C

Explanation:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

NEW QUESTION # 278

What does it mean when a prompt template version is described as immutable?

- **A. Prompt template version is activated; no further changes can be saved to that version.**
- B. Only the latest version of a template can be activated.
- C. Every modification on a template will be saved as a new version automatically.

Answer: A

Explanation:

When a prompt template version is immutable, it means that once the version is activated, it cannot be edited or modified. This ensures consistency in production environments where changes could disrupt workflows.

NEW QUESTION # 279

Universal Containers (UC) is Implementing Service AI Grounding to enhance its customer service operations. UC wants to ensure that its AI-generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding. Which objects should UC select to configure Service AI Grounding?

- A. Case, Case Emails, and Knowledge
- **B. Case and Knowledge**
- C. Case, Knowledge, and Case Notes

Answer: B

Explanation:

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations. They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.

Supported Objects for Service AI Grounding:

Case

Knowledge

Case Object:

Role in Grounding: Provides contextual data about customer inquiries, including case details, status, and history.

Benefit: Grounding AI responses in case data ensures that the information provided is relevant to the specific customer issue being addressed.

Knowledge Object:

Role in Grounding: Contains articles and documentation that offer solutions and information related to common issues.

Benefit: Utilizing Knowledge articles helps the AI provide accurate and helpful responses based on verified information.

Exclusion of Other Objects:

Case Notes and Case Emails:

Not Supported for Grounding: While useful for internal reference, these objects are not included in the supported objects for Service AI Grounding.

Reason: They may contain sensitive or unstructured data that is not suitable for AI grounding purposes.

NEW QUESTION # 280

Universal Containers (UC) recently attended a major trade show and received thousands of new leads from event badge scans. UC is struggling to follow up with each lead in a timely, personalized way. Leadership wants to:

- Qualify and nurture leads 24/7.
- Provide accurate answers to prospect questions.
- Automatically book meetings with qualified prospects.
- Free up reps to focus on building relationships and closing deals.

Which Agentforce capability should UC implement to meet these goals?

- A. Sales Coach
- B. Commerce Agent
- C. **SDR Agent**

Answer: C

Explanation:

Universal Containers (UC) needs a solution that can automatically qualify and nurture thousands of new leads 24/7, provide accurate and consistent responses to prospects, schedule meetings for qualified leads, and allow sales representatives to focus on relationship building and closing deals. These needs align precisely with the Agentforce SDR Agent.

According to official AgentForce documentation, "Agentforce SDR helps sales teams qualify and nurture leads at scale, around the clock. It acts as a digital sales development representative capable of engaging new leads instantly, asking the right qualifying questions, answering inquiries accurately using connected Salesforce data, and automatically scheduling meetings on behalf of the sales team." The documentation further explains that the SDR Agent is designed to "personalize outreach, manage follow-up sequences, and book meetings directly from your website or campaign pages." This automation "frees your human reps to focus on high-value interactions and closing opportunities rather than manual lead qualification." By contrast, the Sales Coach capability focuses on guiding and coaching sales representatives internally rather than interacting with prospects, and the Commerce Agent is designed for e-commerce use cases such as assisting shoppers with product discovery and order management- not lead nurturing.

NEW QUESTION # 281

How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

- A. **Masked data will be de-masked during response journey.**
- B. Masked data will be de-masked during request journey.
- C. Responses that do not meet the relevance threshold will be automatically rejected.

Answer: A

Explanation:

The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.

How It Works:

Data Masking in the Request Journey:

Sensitive Data Identification: Before sending the prompt to the LLM, the Einstein Trust Layer scans the input for sensitive data, such as personally identifiable information (PII), confidential business information, or any other data deemed sensitive.

Masking Sensitive Data: Identified sensitive data is replaced with placeholders or masks. This ensures that the LLM does not receive any raw sensitive information, thereby protecting it from potential exposure.

Processing by the LLM:

Masked Input: The LLM processes the masked prompt and generates a response based on the masked data.

No Exposure of Sensitive Data: Since the LLM never receives the actual sensitive data, there is no risk of it inadvertently including that data in its output.

De-masking in the Response Journey:

Re-insertion of Sensitive Data: After the LLM generates a response, the Einstein Trust Layer replaces the placeholders in the response with the original sensitive data.

Providing Meaningful Responses: This de-masking process ensures that the final response is both meaningful and complete, including

the necessary sensitive information where appropriate.

Maintaining Data Security: At no point is the sensitive data exposed to the LLM or any unintended recipients, maintaining data security and compliance.

NEW QUESTION # 282

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