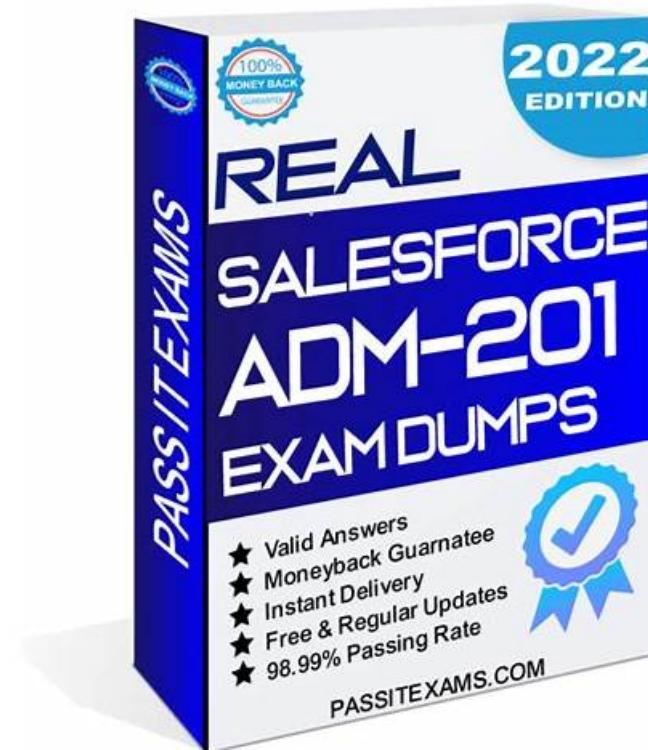


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Salesforce Certified Agentforce Specialist Sample Questions (Q132-Q137):

NEW QUESTION # 132

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called

Guest. Users have reported mismatches in the generated information. In refining its prompt design strategy, which key practices should UC prioritize?

- A. Create concise, clear, and consistent prompt templates with effective grounding, contextual role- playing, clear instructions, and iterative feedback.
- B. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing In the playground to refine outputs until they meet user expectations.

Answer: A

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

Effective grounding: Ensuring the prompt pulls data from the correct sources.

Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.

Clear instructions: Giving unambiguous directions on what to include in the response.

Iterative feedback: Regularly testing and adjusting prompts based on user feedback.

NEW QUESTION # 133

How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

- A. Data Cloud stores and manages the Indexed Knowledge articles.
- B. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.
- C. Data Cloud provides the real-time data streams that update the Knowledge articles.

Answer: A

Explanation:

How Does Data Cloud Support "Answer Questions with Knowledge" in Agentforce?

The Answer Questions with Knowledge action in Agentforce leverages Salesforce Data Cloud to store, manage, and index Knowledge articles used for AI-powered responses.

Data Cloud as the Central Storage for Knowledge Articles

Indexed Knowledge articles are stored and retrieved in real-time from Data Cloud.

The AI system queries Data Cloud to fetch relevant articles when a service agent or customer needs an answer.

Ensuring Up-to-Date Responses

Data Cloud continuously updates Knowledge articles based on new insights, user interactions, and feedback.

The AI can pull the latest, most relevant information from the Knowledge base.

Enhancing AI-Driven Customer Service

AI-generated responses are grounded in real customer service interactions.

Service agents benefit from fast, context-aware answers, improving resolution times and customer satisfaction.

NEW QUESTION # 134

Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?

- A. Agentforce SDR only works on Opportunities.
- B. Agentforce SDR only works with the standard Lead object.
- C. Agentforce SDR only supports custom objects associated with Accounts.

Answer: B

Explanation:

Universal Containers (UC) uses a custom object for Leads and plans to implement the Agentforce Sales Development Representative (SDR) Agent. The SDR Agent is a prebuilt, configurable AI agent designed to assist sales teams by qualifying leads and scheduling meetings. Let's evaluate the options based on its functionality and limitations.

NEW QUESTION # 135

Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?

- A. General CRM topic and Answers Questions with LLM Action.
- B. General FAQ topic and Answers Questions with Knowledge Action.
- C. General Q&A topic and Knowledge Article Answers action.

Answer: B

Explanation:

UC's agent answers questions using Knowledge articles, configured in Agent Builder.

NEW QUESTION # 136

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature. What does Einstein consider when generating a summary?

- A. Generation is grounded with conversation context and Knowledge articles.
- B. Generation is grounded with existing conversation context only.
- C. Generation is grounded with conversation context, Knowledge articles, and cases.

Answer: C

Explanation:

When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.

Conversation Context:

Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.

Knowledge Articles:

It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.

Cases:

Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.

NEW QUESTION # 137

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