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Salesforce Certified Agentforce Specialist Sample Questions (Q122-Q127):

NEW QUESTION # 122
Universal Containers (UC) wants to use Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?

- A. Service Replies
- B. Case Replies
- C. Knowledge Replies

Answer: A

Explanation:
Service Replies(specifically Einstein Service Replies) is the Salesforce Generative AI functionality designed to automatically draft responses for service agents in real-time, based on contextual information, including existing knowledge articles. This directly addresses Universal Containers' need to reduce handling time by providing recommended replies grounded in their knowledge base

NEW QUESTION # 123

Choose 1 option.
Universal Containers (UC) plans to answer questions based on similar cases that have been successfully resolved in the past. What should UC consider when implementing this approach?

- A. No action is needed, as past cases are used to answer the question.
- B. Create an unstructured data model object (UDMO) based on Case object and create an index on it.
- C. Create a data model object (DMO) based on Case object and create an index on it.

Answer: B

Explanation:
According to the AgentForce Data Configuration and Retrieval Guide, when an organization like Universal Containers wants to enable its AI agent to answer questions using historical case data, the correct implementation is to create an Unstructured Data Model Object (UDMO) based on the Case object, then index that data for retrieval.
The documentation clearly explains:
"When using previous case records to power AI-driven Q&A or similarity-based retrieval, create a UDMO mapped to the Case object. UDMOs allow the system to process and semantically index unstructured text fields such as Case Description, Resolution, and Comments, enabling the LLM to surface contextually similar resolved cases." This allows the AgentForce retrieval engine to perform semantic searches across historical support data, returning cases that are most contextually relevant to the user's query.
Option A is incorrect because past cases cannot be used automatically without indexing them.
Option B is incorrect because a DMO is for structured data (tables, numeric fields) and doesn't support semantic text retrieval.
Therefore, Option C is correct and aligns fully with Salesforce's documented best practices.
References (AgentForce Documents / Study Guide):
* AgentForce Data Configuration Guide: "Using UDMOs for Case-Based Reasoning"
* AgentForce Implementation Handbook: "Indexing Historical Case Records for Semantic Search"
* AgentForce Study Guide: "Creating Unstructured Data Model Objects from Case Objects"

NEW QUESTION # 124

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.
In the score of 1 indicate?

- A. The response is the most toxic.
- B. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- C. The response is not toxic.

Answer: A

Explanation:
Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.
* A score of 0 would indicate no toxicity (B is incorrect).
* The scoring system does not use "least toxic" as a category (A is misleading).

NEW QUESTION # 125

Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information. What is a possible explanation for the poor prompt performance?

- A. The data being used for grounding is incorrect or incomplete.

- B. The prompt template version is incompatible with the chosen LLM.
- C. The Einstein Trust Layer is incorrectly configured.

Answer: A

Explanation:

UC's custom prompt for summarizing case records is underperforming, and we need to identify a likely cause.

Let's evaluate the options based on Agentforce and Einstein Generative AI mechanics.

* Option A: The prompt template version is incompatible with the chosen LLM.Prompt templates in Agentforce are designed to work with the Atlas Reasoning Engine, which abstracts the underlying large language model (LLM). Salesforce manages compatibility between prompt templates and LLMs, and there's no user-facing versioning that directly ties to LLM compatibility. This option is unlikely and not a common issue per documentation.

* Option B: The data being used for grounding is incorrect or incomplete.Grounding is the process of providing context (e.g., case record data) to the AI via prompt templates. If the grounding data- sourced from Record Snapshots, Data Cloud, or other integrations-is incorrect (e.g., wrong fields mapped) or incomplete (e.g., missing key case details), the summaries will be inaccurate. For example, if the prompt relies on Case.Subject but the field is empty or not included, the output will miss critical information. This is a frequent cause of poor performance in generative AI and aligns with Salesforce troubleshooting guidance, making it the correct answer.

* Option C: The Einstein Trust Layer is incorrectly configured.The Einstein Trust Layer enforces guardrails (e.g., toxicity filtering, data masking) to ensure safe and compliant AI outputs.

Misconfiguration might block content or alter tone, but it's unlikely to cause summaries to lack appropriate information unless specific fields are masked unnecessarily. This is less probable than grounding issues and not a primary explanation here.

Why Option B is Correct:

Incorrect or incomplete grounding data is a well-documented reason for subpar AI outputs in Agentforce. It directly affects the quality of case summaries, and specialists are advised to verify grounding sources (e.g., field mappings, Data Cloud queries) when troubleshooting, as per official guidelines.

References:

Salesforce Agentforce Documentation: Prompt Templates > Grounding - Links poor outputs to grounding issues.

Trailhead: Troubleshoot Agentforce Prompts - Lists incomplete data as a common problem.

Salesforce Help: Einstein Generative AI > Debugging Prompts - Recommends checking grounding data first.

NEW QUESTION # 126

When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows which sensitive data is masked before it is sent to the LLM.
- B. It shows the full text that is sent to the Trust Layer.
- C. It shows the response from the LLM based on the sample record.

Answer: C

Explanation:

In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.

Option B: The "Response" output in the preview shows the LLM's generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response-it includes the entire payload sent to the Trust Layer.

Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn't specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer-not a separate masking log.

Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.

Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.

Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help: https://help.salesforce. com/s/articleView?id=sf.agentforce_prompt_preview.htm&type=5)

Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s

/articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION # 127

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