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AI-201 Exam

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Salesforce Certified Agentforce Specialist Sample Questions (Q45-Q50):

NEW QUESTION # 45

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- A. Determine a user's topic access and sort actions by priority to be executed.
- B. Find similar requested topics and provide the actions that need to be executed.
- C. Identify the best matching topic and actions and correct order of execution.

Answer: C

Explanation:

In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions.

NEW QUESTION # 46

What is An Agentforce able to do when the "Enrich event logs with conversation data" setting in Agent is enabled?

- A. Generate details reports on all Copilot conversations over any time period.
- B. View session data including user input and copilot responses for sessions over the past 7 days.
- C. View the user click path that led to each copilot action.

Answer: B

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Agent, it allows An Agentforce or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping Agentforce Specialists track AI behavior and user engagement.

NEW QUESTION # 47

After a successful implementation of Agentforce Sales Agent with sales users. Universal Containers now aims to deploy it to the service team. Which key consideration should the Agentforce Specialist keep in mind for this deployment?

- A. Assign the Agentforce for Service permission to the Service Cloud users.
- B. Assign the standard service actions to Agentforce Service Agent.
- C. Review and test standard and custom Agent topics and actions for Service Center use cases.

Answer: C

Explanation:

When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:

Agent Topics and Actions are context-specific. Service Cloud use cases (e.g., case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.

NEW QUESTION # 48

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?

- A. Service Replies and Case Summaries
- B. Service Replies and Work Summaries
- C. Reply Recommendations and Sales Summaries

Answer: A

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case

Summaries features.

Service Replies helps agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

NEW QUESTION # 49

An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

- A. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API.
- B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
- C. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.

Answer: A

Explanation:

Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API" the correct answer?

When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent-related metadata.

Key Considerations for Agentforce Deployments:

Supports Deployment of All Required Components

Agentforce Agents include flows, Apex classes, topics, and agent actions.

Change sets and Salesforce CLI/Metadata API allow deployment of all these components together, ensuring a smooth transition to production.

Agentforce Metadata Can Be Deployed Using Standard Tools

Change Sets: Allows admins to move configurations, custom objects, and metadata between Salesforce environments.

Salesforce CLI/Metadata API: Enables scripted deployments, automating the transfer of Agentforce configurations.

Ensures a Complete Migration Without Manual Configuration

Deploying all components together reduces the risk of misconfiguration.

Automating deployments using the Metadata API ensures consistency across environments.

NEW QUESTION # 50

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