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Salesforce Certified Agentforce Specialist Sample Questions (Q79-Q84):

NEW QUESTION # 79

What is the main benefit of using a Knowledge article in an Agentforce Data Library?

- A. The retriever for Knowledge articles has better accuracy and performance than the default retriever.
- **B. It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry..**
- C. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.

Answer: B

Explanation:

Why is "A structured, searchable repository of approved documents" the correct answer?

Using a Knowledge Article in an Agentforce Data Library ensures that agents can quickly access reliable and pre-approved information during customer interactions.

Key Benefits of Knowledge Articles in an Agentforce Data Library:

Ensures Information Accuracy and Consistency

Knowledge articles provide approved, well-structured responses, reducing the risk of misinformation.

This ensures customer service consistency across different agents.

Improves Searchability and AI-Grounded Responses

Articles are indexed and retrieved efficiently by AI-powered search engines.

AI-generated responses are grounded in accurate, structured knowledge, improving response quality.

Enhances Customer Support and Agent Productivity

Agents spend less time searching for information and more time resolving customer inquiries.

Einstein AI can suggest the most relevant articles based on conversation context.

NEW QUESTION # 80

Cloud Kicks wants to integrate its agent with its custom website. The goal is for customers to interact with the custom agent chat interface. Which approach provides the framework for the custom web application to communicate with the agent?

- A. Agent-to-Agent (A2A)
- **B. Agent API**
- C. Model Context Protocol (MCP)

Answer: B

Explanation:

The AgentForce API Integration Guide defines the Agent API as the framework that enables external web or mobile applications to communicate directly with Salesforce-hosted agents. This API supports message exchange, session management, and context persistence -- allowing developers to build custom chat interfaces while maintaining secure, real-time connectivity with the AgentForce reasoning engine.

NEW QUESTION # 81

A company wants to retrieve patient history details to augment the AI agent response and plans to use the Data Cloud search index feature. What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- **A. Mask sensitive fields and index only non-PII data**
- B. Depend on the agent's prompt to avoid exposing PII
- C. Encrypt embeddings, but still index PII records

Answer: A

NEW QUESTION # 82

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email

regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- **A. Agent Action: Draft or Revise Sales Email**
- B. Agent Action: Find Similar Opportunities
- C. Agent Action: Summarize Record

Answer: A

Explanation:

For sales reps who need to draft personalized emails based on previous communications, the Agentforce Specialist should recommend the Agent Action: Draft or Revise Sales Email. This action uses AI to generate or revise email content, leveraging past successful communications to create personalized and relevant outreach to prospects or clients.

Find Similar Opportunities is used for opportunity matching, not email drafting.

Summarize Record provides a summary of customer data but does not directly help with drafting emails.

NEW QUESTION # 83

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.

NEW QUESTION # 84

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