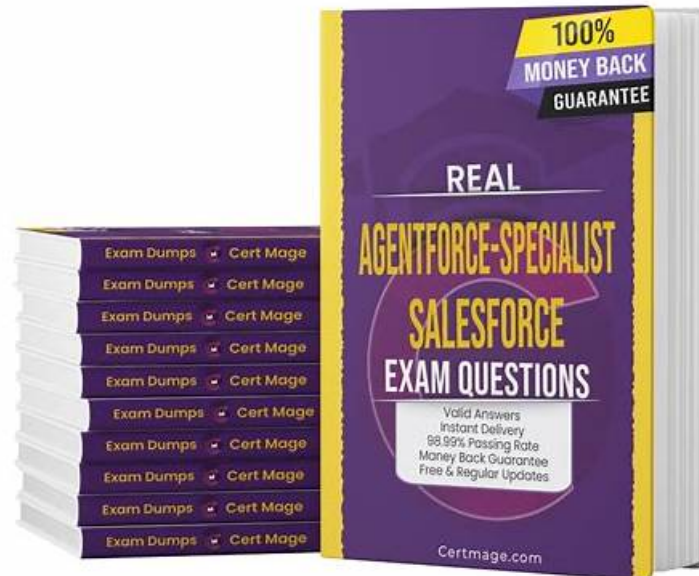


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Salesforce Certified Agentforce Specialist Sample Questions (Q249-Q254):

NEW QUESTION # 249

Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models. What should UC consider when building prompt templates in Prompt Builder?

- A. Ask it to role-play as a character in the prompt template to provide more context to the LLM.
- B. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.
- C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Answer: A

Explanation:

UC is using Prompt Builder with standard foundation models (e.g., via Atlas Reasoning Engine). Let's assess best practices for prompt design.

Option A: Include multiple-choice questions within the prompt to test the LLM's understanding of the context.

Prompt templates are designed to generate responses, not to test the LLM with multiple-choice questions.

This approach is impractical and not supported by Prompt Builder's purpose, making it incorrect.

Option B: Ask it to role-play as a character in the prompt template to provide more context to the LLM. A key consideration in Prompt Builder is crafting clear, context-rich prompts. Instructing the LLM to adopt a role (e.

g., "Act as a sales expert") enhances context and tailors responses to UC's needs, especially with standard models. This is a documented best practice for improving output relevance, making it the correct answer.

Option C: Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation. Standard foundation models in Agentforce are pretrained and not user-trainable. Prompt Builder users refine prompts, not the LLM itself, making this incorrect.

Why Option B is Correct:

Role-playing enhances context for standard models, a recommended technique in Prompt Builder for effective outputs, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: Prompt Builder > Best Practices - Recommends role-based context.

Trailhead: Build Prompt Templates in Agentforce - Highlights role-playing for clarity.

Salesforce Help: Prompt Design Tips - Suggests contextual roles.

NEW QUESTION # 250

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

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.

Why Options A and C are Incorrect:

* Option A (Case, Knowledge, and Case Notes):

* Case Notes Not Supported: Case Notes are not among the supported objects for grounding in Service AI.

* Option C (Case, Case Emails, and Knowledge):

* Case Emails Not Supported: Case Emails are also not included in the list of supported objects for grounding.

References:

* Salesforce Agentforce Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.

* Salesforce Help - Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.

* Salesforce Trailhead - Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

NEW QUESTION # 251

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agent capability helps the agent accomplish this?

- A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- **B. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.**
- C. Invoke a flow which makes a call to external data to create a Knowledge article.

Answer: B

Explanation:

In this scenario, the Agent capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Agent can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow. This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:

B refers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.

C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.

Salesforce Documentation on Agent

Trailhead Module on Einstein for Service

NEW QUESTION # 252

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth 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.

References:

* 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 # 253

Universal Containers has set up a Service Agent to allow customers to look up their order status. The topic setup includes:

Name: Order Inquiry

Classification Description: Handles user requests to look up order status, including tracking details and delivery estimates for orders placed within the last 90 days.

Scope: Your job is only to assist authenticated users in looking up the status of their orders placed within the last 90 days. If the order is pending delivery, provide the tracking number and estimated delivery date. Do not handle inquiries for orders older than 90 days.

Which information will be used by the Agentforce reasoning engine to choose this topic?

- A. Classification Description and Scope
- B. Topic Name and Scope
- C. Topic Name and Classification Description

Answer: A

Explanation:

The AgentForce Reasoning Engine Guide explains that the engine relies primarily on the Classification Description and Scope fields to determine which topic best matches the user's intent. The documentation notes: "Classification Description defines the purpose and context of a topic, while Scope provides the operational boundaries for when and how that topic should be triggered. Together, they guide the LLM in selecting the appropriate topic at runtime." Option A includes "Topic Name," which is used mainly for administrative organization, not reasoning.

Option B omits the Classification Description, which contains the intent signal critical for matching.

Therefore, Option C is correct since both the Classification Description and Scope are essential for topic selection by the reasoning engine.

References (AgentForce Documents / Study Guide):

* AgentForce Reasoning Engine Overview: "How Topics Are Selected"

* AgentForce Builder Guide: "Role of Classification Description and Scope in Topic Selection"

* AgentForce Study Guide: "Optimizing Topic Matching Logic"

NEW QUESTION # 254

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