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According to the survey, the candidates most want to take Salesforce AI-201 test in the current IT certification exams. Of course, the Salesforce AI-201 certification is a very important exam which has been certified. In addition, the exam qualification can prove that you have high skills. However, like all the exams, Salesforce AI-201 test is also very difficult. To pass the exam is difficult but Fast2test can help you to get Salesforce AI-201 certification.

Salesforce Certified Agentforce Specialist Sample Questions (Q282-Q287):

NEW QUESTION # 282

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 # 283

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Record summary prompt template
- **B. Flex prompt template**
- C. Email generation prompt template

Answer: B

Explanation:

UC needs an AI solution to suggest products from a catalog for its sales team.

NEW QUESTION # 284

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Record summary prompt template
- **B. Flex prompt template**
- C. Email generation prompt template

Answer: B

Explanation:

Universal Containers (UC) wants to enable its sales team to leverage AI to recommend products from its catalog. The best option for this use case is a Flex prompt template.

A Flex prompt template is designed to provide flexible, customizable AI-driven recommendations or responses based on specific data points, such as product information, customer needs, or sales history. This template type allows the AI to consider various inputs and parameters, making it ideal for generating product recommendations dynamically.

NEW QUESTION # 285

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Agent and extending Service Cloud to mobile users. When would Agent implementation be most advantageous?

- **A. When the goal is to streamline customer support processes and improve response times**
- B. When the main objective is to enhance data security and compliance measures
- C. When the focus is on optimizing marketing campaigns and strategies

Answer: A

Explanation:

Agent implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Agent can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

NEW QUESTION # 286

An Agentforce is considering using a Field Generation prompt template type. What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the field chosen must be a rich text field with 255 characters or more.
- B. That the org is set to API version 59 or higher
- C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

Answer: C

Explanation:

Before creating a Field Generation prompt template in Agentforce, the Specialist must ensure that the target field is available on a Dynamic Form-enabled Lightning page layout. Field Generation prompt templates work by embedding AI-generated suggestions directly into editable record fields on the Lightning record page. This functionality requires Dynamic Forms, which allow fields to be placed and managed as individual components on the Lightning page. Without Dynamic Forms enabled, the AI cannot surface suggestions directly into the field. Generation templates.

NEW QUESTION # 287

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