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AI-201 Study Dumps | AI-201 Clearer Explanation

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Salesforce Certified Agentforce Specialist Sample Questions (Q47-Q52):

NEW QUESTION # 47

Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS). What should the team use to access externally-hosted models in the Salesforce Platform?

- A. App Builder
- B. Copilot Builder
- C. Model Builder

Answer: C

Explanation:

To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.

NEW QUESTION # 48

In the context of retriever and search indexes, what best describes the data preparation process in Data Cloud?

- A. Data preparation entails aggregating, normalizing, and encoding structured datasets to ensure compliance with data governance and security protocols.
- B. Data preparation focuses on real-time data ingestion and dynamic indexing to generate dynamic grounding reference data without preprocessing steps.
- C. Data preparation involves loading, chunking, vectorizing, and storing content in a search-optimized manner to support retrieval from the vector database.

Answer: C

Explanation:

Why is "Loading, Chunking, Vectorizing, and Storing" the correct answer?

Agentforce AI-powered search and retriever indexing requires data to be structured and optimized for retrieval. The Data Cloud preparation process involves:

Key Steps in the Data Preparation Process for Agentforce:

Loading Data

Raw text from documents, emails, chat transcripts, and Knowledge articles is loaded into Data Cloud.

Chunking (Breaking Text into Small Parts)

AI divides long-form text into retrievable chunks to improve response accuracy.

Example: A 1000-word article might be split into multiple indexed paragraphs.

Vectorization (Transforming Text for AI Retrieval)

Each text chunk is converted into numerical vector embeddings.

This enables faster AI-powered searches based on semantic meaning, not just keywords.

Storing in a Vector Database

The processed data is stored in a search-optimized vector format.

Agentforce AI retrievers use this data to find relevant responses quickly.

NEW QUESTION # 49

Universal Containers has a new AI project. What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. The fields for the related list are based on the default page layout of the Account for the current user.
- B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- C. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.

Answer: C

Explanation:

Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.

Prompt Builder Behavior

Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.

Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.

NEW QUESTION # 50

Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Agentforce Specialist investigate as the root cause?

- A. Review the action Instructions to ensure they are unique.
- B. Ensure the input and output types are correctly chosen.
- C. Review that the custom action Is assigned to an Agent.

Answer: A

Explanation:

The root cause of users receiving incorrect sales summaries lies in non-unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the

instructions for the three custom actions overlap or lack specificity, the bot's natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.

Steps to Investigate:

Review Action Instructions: Ensure each custom action has distinct, context-specific instructions.

For example:

Action 1: "Summarize quarterly sales by region."

Action 2: "Generate a product-wise sales breakdown for the current fiscal year." Action 3: "Provide a comparison of sales performance between online and in-store channels." Ambiguous or overlapping instructions (e.g., "Get sales summary") cause confusion.

Test Utterance Matching: Use Einstein Bot's training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.

Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.

NEW QUESTION # 51

A Salesforce Agentforce Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template. What should the Agentforce Specialist do to ensure the prompt template's effectiveness?

- A. Monitor and refine the template based on user feedback.
- **B. Use the Prompt Builder Scorecard to help monitor.**
- C. Periodically change the templates grounding object.

Answer: B

Explanation:

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

NEW QUESTION # 52

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