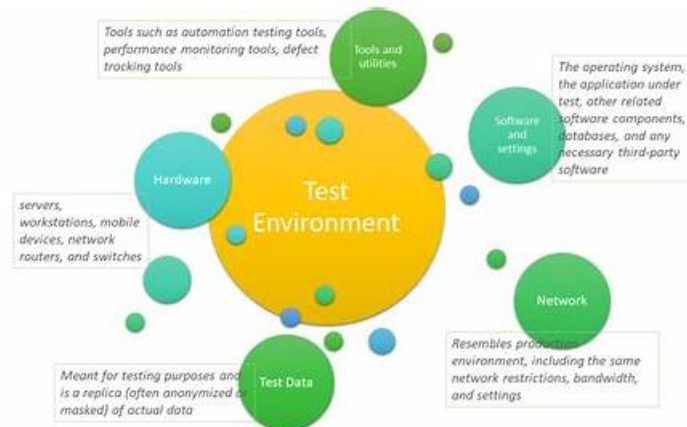


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Salesforce Certified Agentforce Specialist Sample Questions (Q48-Q53):

NEW QUESTION # 48

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

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

Answer: C

Explanation:

In Agent, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.

By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.

NEW QUESTION # 49

Universal Containers wants an AI agent to answer questions about warranties using unstructured data stored in Data Cloud. Results must be filterable by product line and ranked by recent updates.

- A. Apply semantic embeddings with default metadata filters to achieve the desired result.
- B. Use the default retriever which automatically accounts for recency ranking.
- C. Build a custom retriever in Einstein Studio with product line filters and recency ranking.

Answer: C

NEW QUESTION # 50

Universal Containers would like to route a service agent conversation to a human agent queue. Which tool connects the service agent to the human agent queue for escalation?

- A. Prompt Flow
- B. Outbound Omni-Channel Flow
- C. Screen Flow

Answer: B

Explanation:

Why is Outbound Omni-Channel Flow the Correct Answer?

In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.

Key Features of Outbound Omni-Channel Flow in Agentforce:

Automates Escalation to a Human Agent Queue

It ensures that service requests are dynamically routed to the most appropriate human agent, based on availability, skills, and predefined business logic.

Seamless Transition from AI to Human Agents

When Einstein Copilot or another AI-powered assistant identifies a case that requires human intervention, Omni-Channel Flow automatically routes the conversation.

Ensures Proper Prioritization & Load Balancing

By leveraging Omni-Channel routing rules, the system assigns conversations efficiently, avoiding delays in customer service.

Integration with Agentforce and Service Cloud

Works directly with Salesforce Service Cloud to route cases to the appropriate agent queue.

NEW QUESTION # 51

What is the primary function of the planner service in the Agent system?

- A. Offering real-time language translation during conversations
- B. Identifying copilot actions to respond to user utterances
- C. Generating record queries based on conversation history

Answer: B

Explanation:

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

NEW QUESTION # 52

A data science team has trained an XGBoost classification model for product recommendations on Databricks. The Agentforce Specialist is tasked with bringing inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).

How should the Agentforce Specialist set this up?

- A. Create the serving endpoint in Einstein Studio, then configure the model using Model Builder.
- B. Create the serving endpoint in Databricks, then configure the model using a Python SDK connector.

- C. Create the serving endpoint in Databricks, then configure the model using Model Builder.

Answer: C

Explanation:

To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand-alone Data Model Object (DMO):

Create the Serving Endpoint in Databricks:

The serving endpoint is necessary to make the trained model available for real-time inference.

Databricks provides tools to host and expose the model via an endpoint.

Configure the Model Using Model Builder:

After creating the endpoint, the Agentforce Specialist should configure it within Einstein Studio's Model Builder, which integrates external endpoints with Salesforce Data Cloud for processing and storing inferences as DMOs.

NEW QUESTION # 53

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