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Salesforce Certified Agentforce Specialist Sample Questions (Q175-Q180):

NEW QUESTION # 175
Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data. Which audit data is available using the Einstein Trust Layer?

- A. Hallucination score and bias score
- B. Masked data and toxicity score
- C. Response accuracy and offensiveness score

Answer: B

Explanation:
Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment.
The audit data available through the Einstein Trust Layer includes information about masked data-which ensures sensitive information

is not exposed-and thetoxicity score, which evaluates the generated content for inappropriate or harmful language.
References:
* SalesforceAgentforce SpecialistDocumentation - Einstein Trust Layer:Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to maintain compliance and trust.

NEW QUESTION # 176

An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex.
Which options are available for deploying these to production?

- A. Use only change sets because the Salesforce CLI does not currently support the deployment of agent- related metadata.
- B. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
- C. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI /Metadata API.

Answer: C

Explanation:
Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI /Metadata API" the correct answer?
When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent-related metadata.
Key Considerations for Agentforce Deployments:
* Supports Deployment of All Required Components
* Agentforce Agents include flows, Apex classes, topics, and agent actions.
* Change sets and Salesforce CLI/Metadata API allow deployment of all these components together, ensuring a smooth transition to production.
* Agentforce Metadata Can Be Deployed Using Standard Tools
* Change Sets: Allows admins to move configurations, custom objects, and metadata between Salesforce environments.
* Salesforce CLI/Metadata API: Enables scripted deployments, automating the transfer of Agentforce configurations.
* Ensures a Complete Migration Without Manual Configuration
* Deploying all components together reduces the risk of misconfiguration.
* Automating deployments using the Metadata API ensures consistency across environments.
Why Not the Other Options?
A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
* Incorrect because manually creating agent-related items in production introduces risk and inconsistency.
* This approach is error-prone and time-consuming, especially for large Agentforce deployments.
# B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
* Incorrect because Salesforce CLI and Metadata API fully support Agentforce deployments.
* Change sets are useful but limited in large-scale, automated deployments.
Agentforce Specialist References
* Salesforce AI Specialist Material confirms that Agentforce metadata (flows, actions, and topics) can be deployed using Change Sets or the Metadata API.

NEW QUESTION # 177

Universal Containers wants its AI agent to answer customer questions with precise and up-to-date information. How does an Agentforce Data Library simplify and enable this?

- A. It automates the ingestion, taxonomical classification and storage of knowledge in Data Cloud for precision keyword search retrieval to ground prompts and agents with relevant information.
- B. It automates the ingestion and optical character recognition (OCR) processing of any PDF, and indexes them to enable regular SQL query retrieval to ground prompts and agents with relevant information.
- C. It automates the ingestion, Indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.

Answer: C

Explanation:
Why is "Automates Ingestion, Indexing, and Default Retriever Creation" the correct answer?

AnAgentforce Data Libraryis akey componentin ensuring that an AI agentprovides precise and up-to- date responsesby:
#Automating data ingestion# Brings in data from various sources.
#Indexing the data# Organizes it efficiently for AI retrieval.
#Creating a default retriever# Enables the AI tofetch relevant datadynamically when answering customer queries.
Key Features of an Agentforce Data Library:
* Automates Data Ingestion
* Integratesreal-time and historical datainto Salesforce Data Cloud.
* Ensures thatrelevant updates are continuously fed into the AI system.
* Indexes Data for Efficient Retrieval
* Enhances searchability forquick, context-aware responses.
* Enablesfast AI response timeswhile maintainingaccuracy.
* Creates a Default Retriever
* AI agentsuse the retrieverto fetchthe most relevant and currentinformation.
* The retrievergrounds AI-generated responsesusingstructured and indexed data.
Why Not the Other Options?
#A. Automates ingestion, taxonomical classification, and precision keyword search retrieval
* Incorrectbecause Agentforcedoes not rely on keyword searchesbut onindexing and AI-driven retrieval.
#C. Automates ingestion and OCR processing of PDFs
* Incorrectbecause OCR (Optical Character Recognition) isnot the primary functionof an Agentforce Data Library.
* AI grounding isbased on indexed and structured data, notraw OCR-extracted text.
Agentforce Specialist References
* Salesforce AI Specialist Materialexplains thatAgentforce Data Libraries automate data ingestion, indexing, and retriever setup for AI-powered responses.
* Salesforce Instructions for Certificationconfirm thatAI responses are grounded in structured and indexed Data Libraries.

NEW QUESTION # 178

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?

- A. Route Work Action
- B. Live Agent
- C. Messaging

Answer: C

Explanation:
UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow. Let's identify the correct Service Channel.
Option A: MessagingIn Salesforce, the "Messaging" Service Channel (part of Messaging for In-App and Web or SMS) handles text-based interactions, including SMS. When integrated with Omni-Channel Flow, the
"Route Work" action uses this channel to route SMS messages to agents. This aligns with UC's requirement for SMS routing, making it the correct answer.
Option B: Route Work Action"Route Work" is an action in Omni-Channel Flow, not a Service Channel. It uses a channel (e.g., Messaging) to route work, so this is a component, not the channel itself, making it incorrect.
Option C: Live Agent"Live Agent" refers to an older chat feature, not the current Messaging framework for SMS. It's outdated and unrelated to SMS routing, making it incorrect.
Option D: SMS ChannelThere's no standalone "SMS Channel" in Salesforce Service Channels-SMS is encompassed within the "Messaging" channel. This is a misnomer, making it incorrect.
Why Option A is Correct:
The "Messaging" Service Channel supports SMS routing in Omni-Channel Flow, ensuring proper handoff from the Agentforce Service Agent to a rep, per Salesforce documentation.
References:
Salesforce Agentforce Documentation: Omni-Channel Integration > Messaging - Details SMS in Messaging channel.
Trailhead: Omni-Channel Flow Basics - Confirms Messaging for SMS.
Salesforce Help: Service Channels - Lists Messaging for text-based routing.

NEW QUESTION # 179

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and

compliance information to customers. The agent must:
* Semantically search HR policies, compliance guidelines, and company procedures.
* Ensure responses are grounded on published Knowledge.
* Allow Knowledge updates to be reflected immediately without manual reconfiguration.What should UC do to ensure the agent retrieves the right information?

- A. Enable the agent to search all internal records and past customer inquiries.
- B. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.
- C. Manually add policy responses into the AI model to prevent hallucinations.

Answer: B

Explanation:
UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.
* Option A: Enable the agent to search all internal records and past customer inquiries.Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.
* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval.The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.
* Option C: Manually add policy responses into the AI model to prevent hallucinations.Manually embedding responses into the model isn't feasible-Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.
Why Option B is Correct:
The Data Library meets all criteria-semantic search, Knowledge grounding, and instant updates-per Salesforce's recommended approach.
References:
Salesforce Agentforce Documentation: Data Library > Knowledge Integration - Details indexing and updates.
Trailhead: Build Agents with Agentforce - Covers Data Library for accurate responses.
Salesforce Help: Grounding with Knowledge - Confirms real-time sync.

NEW QUESTION # 180
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