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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.
Topic 2	<ul style="list-style-type: none"> • Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.
Topic 3	<ul style="list-style-type: none"> • Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.
Topic 4	<ul style="list-style-type: none"> • Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.
Topic 5	<ul style="list-style-type: none"> • Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.

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Salesforce Certified Agentforce Specialist Sample Questions (Q178-Q183):

NEW QUESTION # 178

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use the merge fields to reference a custom related list of opportunities.
- B. Use formula fields to reference the Einstein related list of opportunities.
- C. Use merge fields to reference the default related list of opportunities.

Answer: C

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce References:

Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1> Grounding Data in Prompts:

https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION # 179

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

- A. Einstein Generative Service Replies for Email
- B. Einstein Service Replies for Email
- C. Einstein Email Replies

Answer: B

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

* Einstein Email Replies (option A) is more suited for sales use cases.

* Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

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Einstein Service Replies Overview:

NEW QUESTION # 180

An Agentforce wants to ground a new prompt template with the User related list. What should the Agentforce Specialist consider?

- A. The User related list is not supported in prompt templates.
- B. The User related list needs to be included on the record page.
- C. The User related list should have View All access.

Answer: A

Explanation:

Salesforce has restrictions on which objects and related lists can be used for grounding prompt templates. This is likely due to security and privacy concerns related to user data.

While it might seem intuitive to use the User related list to provide context to the LLM, Salesforce prevents this to ensure that sensitive user information is not inadvertently exposed or misused.

Therefore, the Agentforce Specialist needs to explore alternative ways to incorporate the necessary user information into the prompt template, perhaps by using other related objects or fields that are supported.

NEW QUESTION # 181

Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding.

What should UC consider when using standard Service AI Grounding?

- A. Service AI Grounding only works with Case and Knowledge objects.
- B. Service AI Grounding only supports String and Text Area type fields.
- C. Service AI Grounding visibility works in system mode.

Answer: B

Explanation:

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses. Key considerations:

* Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.

* Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.

* Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

* Salesforce Help: Service AI Grounding Requirements

* Explicitly states support for "Text Area and String fields" only.

NEW QUESTION # 182

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.

In the score of 1 indicate?

- A. The response is the most toxic.
- B. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- C. The response is not toxic.

Answer: A

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

* A score of 0 would indicate no toxicity (B is incorrect).

* The scoring system does not use "least toxic" as a category (A is misleading).

Reference:

Salesforce Help Article: Einstein Trust Layer - Toxicity Scoring ("Interpreting Toxicity Scores" section).

