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Salesforce Certified Agentforce Specialist Sample Questions (Q147-Q152):

NEW QUESTION # 147

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

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

Answer: C

Explanation:

In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions.

NEW QUESTION # 148

Which business requirement presents a good use case for leveraging Einstein Prompt Builder?

- A. Identify potential high-value leads for targeted marketing campaigns.
- B. Forecast future sales trends based on historical data.
- C. Send reply to a request for proposal via a personalized email.

Answer: C

Explanation:

Einstein Prompt Builder is a Salesforce feature that helps generate text (summaries, email content, responses) using AI models. The question presents three potential use cases, asking which one best fits the capabilities of Einstein Prompt Builder.

Einstein Prompt Builder Typical Use Cases

Text Generation & Summaries: Great for writing or summarizing content, like responding to an email or generating text for a record field.

NEW QUESTION # 149

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- A. Agent Action: Draft or Revise Sales Email
- B. Agent Action: Summarize Record
- C. Agent Action: Find Similar Opportunities

Answer: A

Explanation:

UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time.

NEW QUESTION # 150

Universal Containers wants to keep retrieval accurate as product documentation changes frequently. Which approach should the company implement?

- A. Rebuild the search index.
- B. Manually delete the stale data chunks.
- C. Leave embedding unchanged even if content is updated.

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the official AgentForce implementation guidelines and RAG (Retrieval-Augmented Generation) architecture within Salesforce, maintaining retrieval accuracy depends on ensuring that embeddings and indexed content remain synchronized with the most recent data. When product documentation or knowledge base content changes, the underlying text used for vector embeddings must also be updated to reflect the new information.

The AgentForce documentation clearly specifies that when content is modified, the recommended practice is to rebuild the search index. This process regenerates the document chunks, re-embeds them using the latest model, and updates the index used by the retrieval system. This ensures that queries return the most current and relevant responses aligned with the updated content.

NEW QUESTION # 151

Coral Cloud Resorts wants to handle frequent customer misspellings of package names in queries. Which approach should the Agentforce Specialist implement?

- A. Hybrid search
- **B. Vector search**
- C. Keyword search

Answer: B

Explanation:

The AgentForce Retrieval and Semantic Search Guide explains that vector search (semantic search) is best suited for handling spelling variations, synonyms, and phonetically similar queries.

The documentation states:

"Vector search enables fuzzy matching through semantic embeddings, allowing retrieval of relevant documents even when user queries contain typos, abbreviations, or informal phrasing."

NEW QUESTION # 152

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