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Salesforce Certified Agentforce Specialist Sample Questions (Q115-Q120):

NEW QUESTION # 115

Universal Containers (UC) has configured a data library and wants to restrict indexing of knowledge articles to articles which are only publicly available in their knowledge base, UC also wants the agent to link sources that the large language model (LLM) grounded its response on.

Which settings should help UC with this?

- A. Use Data Categories to categorize publicly available articles to index. Sources are automatically displayed when knowledge articles are categorized as Public.
- B. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article. It is not possible to display articles that the LLM grounded its response in.
- C. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article and select Show sources,

Answer: C

Explanation:

According to the AgentForce Data Library Configuration Guide, administrators can restrict indexing and retrieval of Knowledge articles to publicly available ones and enable source visibility for LLM-grounded responses. The documentation states:

"Within the data library settings, under Knowledge Settings, enable 'Use Public Knowledge Articles' to ensure only publicly visible content is indexed. To display citations, enable 'Show Sources' so the agent links the specific articles or data records used to ground its response."

NEW QUESTION # 116

The Agentforce Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the Agentforce Specialist take upon modifying the masked fields?

- A. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.
- **B. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response**
- C. Turn off the Einstein Trust Layer and turn it on again.

Answer: B

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

NEW QUESTION # 117

Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- **A. Create Close Plan**
- B. Create Account Plan
- C. Find Similar Deals

Answer: A

Explanation:

Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals.

NEW QUESTION # 118

The Agentforce Specialist for Coral Cloud Resorts wants to create an agent that will automate the resolution of a large portion of guest complaints related to their vacation experiences. The agent will be able to offer upgrades, hotel credit, and other complimentary options. The agent will also be in charge of escalating the case to a human when a guest has suffered a major disruption (such as cancellation). Following Salesforce best practices, which type of agent should the Agentforce Specialist create?

- A. Sales A Agent with a Flex prompt template
- B. Custom Agent with a Flex prompt template
- **C. Service Agent with a Flex prompt template**

Answer: C

Explanation:

The AgentForce for Service Implementation Guide confirms that when automating customer service and complaint resolution, the correct solution is a Service Agent. The documentation states:

"Service Agents handle customer inquiries, complaints, and issue resolution workflows. They can automate actions such as offering credits, applying upgrades, and escalating severe cases to human support." Flex prompt templates are recommended for these scenarios, as they allow contextual control and personalization based on the complaint details.

NEW QUESTION # 119

An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- **A. Event Logs**
- B. Agent Settings
- C. Plan Canvas

Answer: A

Explanation:

The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting.

NEW QUESTION # 120

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