

Agentforce-Specialist Dumps - Agentforce-Specialist Prüfungs-Guide



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Salesforce Agentforce-Specialist Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.

Thema 2	• 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.
Thema 3	• 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.
Thema 4	• 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.
Thema 5	• 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.

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Agentforce-Specialist Prüfungs-Guide - Agentforce-Specialist Pruefungssimulationen

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Salesforce Certified Agentforce Specialist Agentforce-Specialist Prüfungsfragen mit Lösungen (Q232-Q237):

232. Frage

An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu. What is causing the problem?

- A. The Prompt Template Manager permission set was not assigned correctly.
- B. The Prompt Template User permission set was not assigned correctly.
- C. The large language model (LLM) was not configured correctly in Data Cloud.

Antwort: A

Begründung:

In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

* Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

* Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

* Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

References:

* Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

233. Frage

Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions.

Why should UC consider using Agentforce Sales Agent?

- A. To automate the entire sales process for maximum efficiency
- B. To track customer interactions for future analysis
- C. To streamline the sales process and increase conversion rates

Antwort: C

Begründung:

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates. It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

Reference:

"Einstein Next Best Action for Sales Teams | Salesforce Trailhead".

234. Frage

Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

- A. The Data Retriever can be reconfigured to use a different data source.
- B. The data source can be changed through the Data Cloud settings.
- C. The data source cannot be changed after it is selected.

Antwort: C

Begründung:

Why is "The data source cannot be changed after it is selected" the correct answer?

When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.

Key Considerations in Agentforce Data Library

* Data Source Lock-In

* The chosen data source remains fixed to maintain data integrity and avoid inconsistencies.

* Any updates or modifications require creating a new Data Library instead of modifying the existing one.

* Why Can't the Data Source Be Changed?

* The data source defines the foundation of AI-driven workflows, and any modification would disrupt processing logic.

* Agentforce tools rely on structured datasets to enable AI-powered recommendations, and changing data sources could lead to inconsistencies in grounding techniques.

* Workarounds for Changing Data Sources

* If an organization needs to use a different data source, a new Agentforce Data Library must be created and configured from scratch.

* Old data can be manually migrated into the new data source for continuity.

Why Not the Other Options?

A. The data source can be changed through the Data Cloud settings.

* Incorrect because once the data source is linked to an Agentforce Data Library, it cannot be altered, even via Data Cloud settings.

B. The Data Retriever can be reconfigured to use a different data source.

* Incorrect as the Data Retriever works within the constraints of the selected data source and does not provide an option to swap data sources post-selection.

Agentforce Specialist References

The Salesforce AI Specialist Material and Salesforce Instructions for the Certification confirm that once a data source is set for an Agentforce Data Library, it cannot be changed.

235. Frage

Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.

Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

- A. UC wants to fine-tune model temperature.

- B. UC wants a model fine-tuned using company data.
- C. UC wants to change the frequency penalty of the model.

Antwort: B

Begründung:

Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.

* Option A: Adjusting model temperature is a parameter-level setting for controlling randomness in AI-generated responses but does not necessitate connecting to an external foundational model.

* Option B: This is the correct answer because Einstein Studio supports fine-tuning external models with proprietary company data, enabling a tailored and more accurate AI solution for UC.

* Option C: Changing frequency penalties is another parameter-level adjustment and does not require external foundational models or Einstein Studio.

236. Frage

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

Antwort: B

Begründung:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

* Option A: Create an autolaunched flow and invoke the prompt template using the standard

"Prompt Template" flow action. An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the "Prompt Template" flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface. Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.

* Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but

"template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

* Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action. A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields.

The "Prompt Template" flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen. This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.

Why Option C is Correct:

Screen flows are ideal for scenarios requiring user interaction and custom interfaces, as outlined in Salesforce Flow documentation.

The "Prompt Template" flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result- all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.

References:

Salesforce Help: Flow Builder > Prompt Template Action- Describes how to use the "Prompt Template" action in flows to invoke Agentforce prompts.

Trailhead: Build Flows with Prompt Templates- Highlights screen flows for user-driven AI interactions.

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