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Salesforce Certified Agentforce Specialist Sample Questions (Q63-Q68):

NEW QUESTION # 63

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. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article and select Show sources,
- B. Use Data Categories to categorize publicly available articles to index. Sources are automatically displayed when knowledge articles are categorized as Public.
- C. 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.

Answer: A

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." Option A correctly reflects these two documented configuration steps.

Option B is incorrect because Salesforce explicitly supports source display for transparency through the "Show Sources" setting.

Option C incorrectly assumes that Data Categories control indexing visibility and source linking, which is handled by explicit Knowledge Settings, not categorization.

References (AgentForce Documents / Study Guide):

* AgentForce Data Library Configuration Guide: "Knowledge Settings for Public Article Indexing"

* AgentForce Transparency and Source Attribution Notes: "Show Sources Option"

* AgentForce Study Guide: "Configuring Knowledge Visibility and Source Display"

NEW QUESTION # 64

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting. Let's evaluate the options.

* Option A: Plan CanvasPlan Canvas in Agent Builder visualizes an agent's execution plan for a single interaction, useful for design but not for aggregated troubleshooting data like errors or all interactions, making it incorrect.

* Option B: Agent SettingsAgent Settings configure the agent (e.g., topics, channels), not provide interaction logs or error details. This is for setup, not analysis, making it incorrect.

* Option C: Event LogsEvent Logs in Agentforce (accessible via Setup or Agent Analytics) record all user interactions, including errors, incorrectly triggered actions, and incomplete plans. They provide detailed telemetry (e.g., timestamps, action outcomes) for troubleshooting performance issues, making this the correct answer.

Why Option C is Correct:

Event Logs offer the full scope of interaction data needed for troubleshooting, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agent Analytics > Event Logs- Details interaction and error logging.

Trailhead: Monitor and Optimize Agentforce Agents- Recommends Event Logs for troubleshooting.

Salesforce Help: Agentforce Performance- Confirms logs for diagnostics.

NEW QUESTION # 65

Choose 1 option.

Universal Containers (UC) wants to ensure its compliance team can retrieve exact matches of policy clause numbers from a structured legal document library.

Which search type should UC implement?

- A. Use hybrid search to blend keyword and semantic recall.
- **B. Use keyword search for exact term matching on structured fields like clause numbers.**
- C. Use semantic search to interpret synonyms of clauses dynamically.

Answer: B

Explanation:

According to the AgentForce Search Optimization Guide, when the use case requires retrieving exact matches (such as policy clause

numbers, legal identifiers, or invoice IDs) from structured data, the recommended approach is to use keyword search. The documentation specifies: "Keyword search ensures deterministic retrieval of exact term matches from structured fields, preserving precision for identifiers, numeric values, and code references." Semantic search (Option C) uses contextual understanding and synonym expansion, which may yield near matches but not exact ones. Hybrid search (Option B) combines both semantic and keyword results for general knowledge retrieval, but it introduces probabilistic ranking-not suitable for exact legal or compliance queries.

Therefore, for the compliance use case where exact clause number matching is required, keyword search guarantees accuracy, speed, and compliance integrity.

References (AgentForce Documents / Study Guide):

- * AgentForce Search and Retrieval Guide: "Choosing Between Keyword, Semantic, and Hybrid Search"
- * AgentForce Compliance and Legal Data Search Best Practices
- * AgentForce Study Guide: "Optimizing Structured Data Search for Exact Matches"

NEW QUESTION # 66

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.

How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- **A. Add the fine-tuned LLM in Einstein Studio Model Builder.**
- B. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.
- C. Enable model endpoint on OpenAI and make callouts to the model to generate emails.

Answer: A

Explanation:

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder.

Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

* Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.

* Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.

Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION # 67

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases.

UC is considering implementing Agent and extending Service Cloud to mobile users.

When would Agent implementation be most advantageous?

- A. When the main objective is to enhance data security and compliance measures
- B. When the focus is on optimizing marketing campaigns and strategies
- **C. When the goal is to streamline customer support processes and improve response times**

Answer: C

Explanation:

Agent implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Agent can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

* Option B (data security) is not the primary focus of Agent, which is more about improving operational efficiency.

* Option C (marketing campaigns) falls outside the scope of Service Cloud and Agent's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Agent for Service Cloud and how it improves support processes.

NEW QUESTION # 68

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