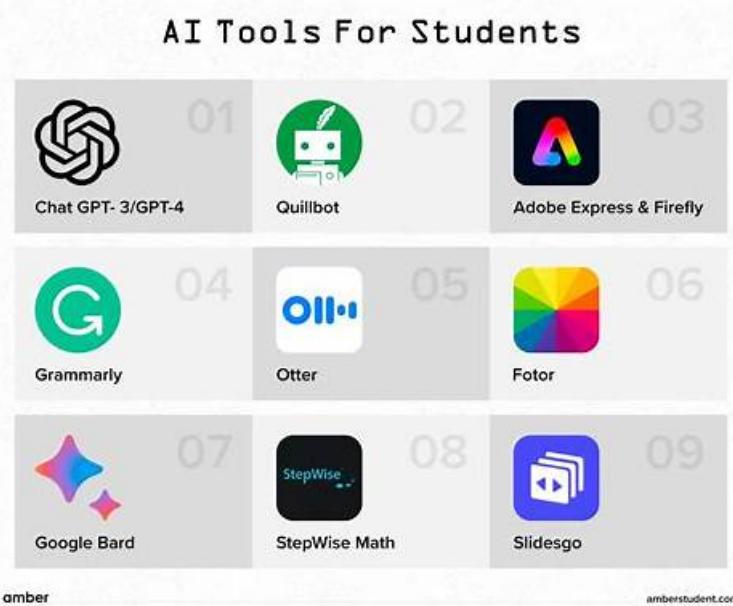


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Salesforce Certified Agentforce Specialist Sample Questions (Q121-Q126):

NEW QUESTION # 121

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements. What should An Agentforce recommend to resolve the issue?

- A. Configure data masking in the Einstein Trust Layer setup.
- B. Enable data masking for sandbox refreshes.
- C. Add new data masking rules in LLM setup.

Answer: A

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce

Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

NEW QUESTION # 122

What is an appropriate use case for leveraging Agentforce Sales Agent in a sales context?

- A. Enable a sales team to use natural language to invoke defined sales tasks grounded in relevant data and be able to ensure company policies are applied, conversationally and in the now or work.
- B. Instantly review and read incoming messages or emails that are then logged to the correct opportunity, contact, and account records to provide a full view of customer interactions and communications.
- C. Enable a sales team by providing them with an interactive step-by-step guide based on business rules to ensure accurate data entry into Salesforce and help close deals faster.

Answer: A

Explanation:

Agentforce Sales Agent is designed to let sales teams perform tasks via natural language commands, leveraging Salesforce data while adhering to policies. For example, agents can ask the AI to "update the opportunity stage to Closed Won" or "generate a quote," with the system enforcing validations and data security. This use case aligns with Salesforce's vision of conversational AI streamlining workflows without compromising compliance.

NEW QUESTION # 123

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology. However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses. Which solution should UC consider?

- A. Enable Agentforce and deploy to sales users.
- B. Build AI model with Einstein discovery and deploy to sales users.
- C. **fine-tune the Einstein AI model with CBM data.**

Answer: C

Explanation:

Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

NEW QUESTION # 124

Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

- A. Data Masking
- B. **Prompt Defense**
- C. Secure Data Retrieval and Grounding

Answer: B

Explanation:

The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.

Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.

NEW QUESTION # 125

Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer

support reps and has started to assign some of the ongoing cases to newer reps. Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

- A. Einstein Work Summaries
- B. Einstein Sales Summaries
- C. Agent

Answer: A

Explanation:

New customer support reps at Universal Containers can use Einstein Work Summaries to quickly understand the details of a case without reading through each case comment. Work Summaries leverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.

Agent can assist with a variety of tasks but is not specifically designed for summarizing case details.

Einstein Sales Summaries are focused on summarizing sales-related activities, which is not applicable for support cases.

NEW QUESTION # 126

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