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Salesforce Certified Agentforce Specialist Sample Questions (Q32-Q37):

NEW QUESTION # 32
Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data. Which audit data is available using the Einstein Trust Layer?

- A. Hallucination score and bias score
- B. Masked data and toxicity score
- C. Response accuracy and offensiveness score

Answer: B

Explanation:
Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment.
The audit data available through the Einstein Trust Layer includes information about masked data-which ensures sensitive information is not exposed-and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

NEW QUESTION # 33

A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities. How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A. The LLM interprets the user's request, generates a plan by identifying the apcMopnete topics and actions, and executes the actions to retrieve and display the open opportunities
- B. Using a dialog pattern. the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a fast of open opportunities.
- C. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.

Answer: A

Explanation:
Agentforce's LLM dynamically interprets natural language requests (e.g., "Show me open opportunities"), generates an execution plan using the planner service, and retrieves data via actions (e.g., querying Salesforce records). This contrasts with static rules (B) or rigid dialog patterns (C), which lack contextual adaptability. Salesforce documentation highlights the planner's role in converting intents into actionable steps while adhering to security and business logic.

NEW QUESTION # 34

Universal Containers (UC) is Implementing Service AI Grounding to enhance its customer service operations. UC wants to ensure that its AI- generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding. Which objects should UC select to configure Service AI Grounding?

- A. Case, Knowledge, and Case Notes
- B. Case and Knowledge
- C. Case, Case Emails, and Knowledge

Answer: B

Explanation:
Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations. They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.
Supported Objects for Service AI Grounding:
Case
Knowledge
Case Object:
Role in Grounding: Provides contextual data about customer inquiries, including case details, status, and history.
Benefit: Grounding AI responses in case data ensures that the information provided is relevant to the specific customer issue being addressed.
Knowledge Object:
Role in Grounding: Contains articles and documentation that offer solutions and information related to common issues.
Benefit: Utilizing Knowledge articles helps the AI provide accurate and helpful responses based on verified information.
Exclusion of Other Objects:
Case Notes and Case Emails:
Not Supported for Grounding: While useful for internal reference, these objects are not included in the supported objects for Service AI Grounding.
Reason: They may contain sensitive or unstructured data that is not suitable for AI grounding purposes.

NEW QUESTION # 35

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

- A. Sales Email prompt template
- B. Flex Prompt template
- C. Field Generation prompt template

Answer: C

Explanation:

Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

Field Generation Prompt Template

Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

NEW QUESTION # 36

Universal Containers needs to create Data Cloud reports to understand agent behavior. Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AlAgentInteractionMessage
- B. AlAgentInteraction
- C. AlAgentSession

Answer: C

Explanation:

Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the relationship to individual messages exchanged during the session."

NEW QUESTION # 37

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