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Salesforce Certified Agentforce Specialist Sample Questions (Q111-Q116):

NEW QUESTION # 111

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?

- A. Route Work Action
- B. Live Agent
- C. Messaging

Answer: C

Explanation:

UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow.

NEW QUESTION # 112

How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

- A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.
- B. Data Cloud provides the real-time data streams that update the Knowledge articles.
- C. Data Cloud stores and manages the Indexed Knowledge articles.

Answer: C

Explanation:

How Does Data Cloud Support "Answer Questions with Knowledge" in Agentforce?

The Answer Questions with Knowledge action in Agentforce leverages Salesforce Data Cloud to store, manage, and index Knowledge articles used for AI-powered responses.

Data Cloud as the Central Storage for Knowledge Articles

Indexed Knowledge articles are stored and retrieved in real-time from Data Cloud.

The AI system queries Data Cloud to fetch relevant articles when a service agent or customer needs an answer.

Ensuring Up-to-Date Responses

Data Cloud continuously updates Knowledge articles based on new insights, user interactions, and feedback.

The AI can pull the latest, most relevant information from the Knowledge base.

Enhancing AI-Driven Customer Service

AI-generated responses are grounded in real customer service interactions.

Service agents benefit from fast, context-aware answers, improving resolution times and customer satisfaction.

NEW QUESTION # 113

Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?

- A. Estimating support ticket volume based on historical data and seasonal trends
- B. Creating an AI-generated customer support agent performance score
- C. Creating a draft of a support bulletin post for new product patches

Answer: C

Explanation:

The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches.

Prompt Builder allows the Agentforce Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.

NEW QUESTION # 114

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Data Masking
- **B. Dynamic Grounding**
- C. Prompt Defense

Answer: B

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

NEW QUESTION # 115

Which element in the Omni-Channel Flow should be used to connect the flow with the agent?

- **A. Route Work Action**
- B. Assignment
- C. Decision

Answer: A

Explanation:

UC is integrating an Agentforce agent with Omni-Channel Flow to route work.

NEW QUESTION # 116

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