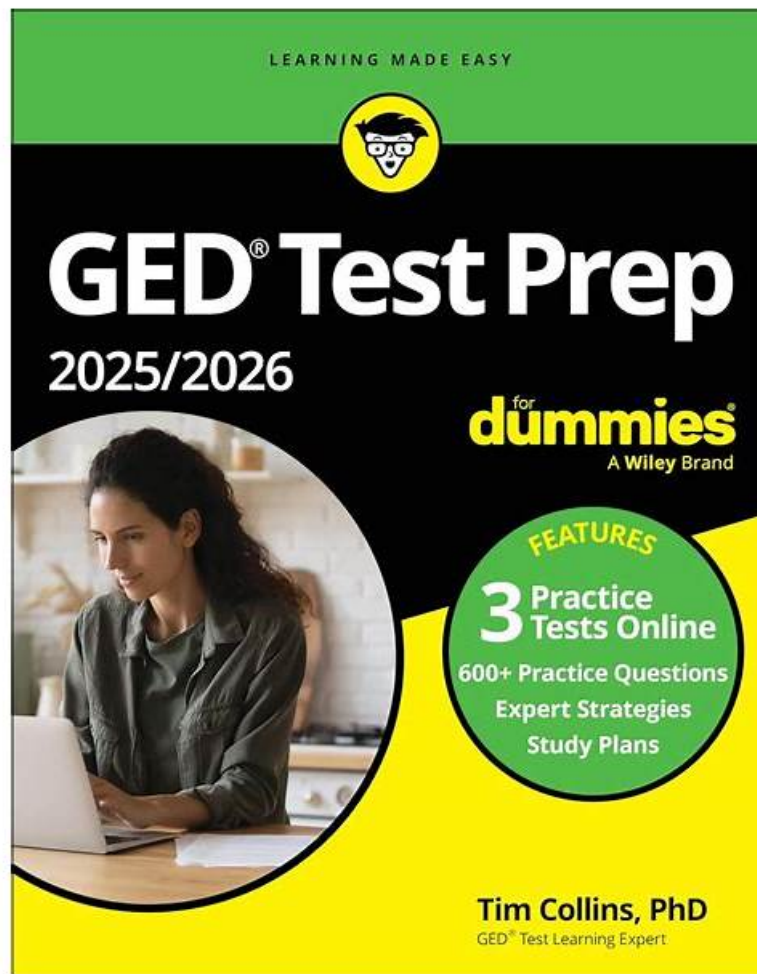


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Salesforce Certified Agentforce Specialist Sample Questions (Q194-Q199):

NEW QUESTION # 194

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers.

Leadership also wants to keep a human in the loop to be considered in their AI strategy. Which prompt template type should the Agentforce Specialist recommend?

- **A. Field Generation**
- B. Record Summary
- C. Sales Email

Answer: A

Explanation:

Why is "Field Generation" the correct answer?

In Agentforce, the Field Generation prompt template type is designed to populate dynamic form fields with AI-generated content, such as summaries or descriptions created by a large language model (LLM).

Key Considerations for Using Field Generation in Dynamic Forms:

AI-Powered Summarization in Form Fields

Field Generation templates allow real-time AI-generated summaries based on customer data.

The summary is dynamically populated in the form field for the sales or service representative to review.

Human-in-the-Loop AI Strategy

Since leadership wants a human to be involved, Field Generation ensures the AI-generated content is editable before submission.

This keeps a human-in-the-loop, allowing manual review before finalizing responses.

Works with Salesforce Dynamic Forms

Field Generation templates integrate seamlessly with Salesforce Dynamic Forms, ensuring AI-powered insights are embedded within form layouts.

NEW QUESTION # 195

An Agentforce has created a copilot custom action using flow as the reference action type.

However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting. What should the Agentforce Specialist do to identify the root cause of the problem?

- A. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.
- **B. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.**
- C. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.

Answer: B

Explanation:

When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.

NEW QUESTION # 196

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?

- **A. Service Replies and Case Summaries**
- B. Service Replies and Work Summaries
- C. Reply Recommendations and Sales Summaries

Answer: A

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.

Service Replies helps agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues. Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

NEW QUESTION # 197

Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses. Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

- **A. Service AI Grounding**
- B. Service Replies
- C. Work Summaries

Answer: A

Explanation:

Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts responses based on a well-defined data source. Service AI Grounding allows the AI model to be anchored in specific, relevant data sources, ensuring that any AI-generated responses (e.g., email replies) are accurate, relevant, and drawn from up-to-date information, such as Knowledge articles or cases.

Given that UC has legacy fields and outdated data, Service AI Grounding ensures that only the valid and applicable data is used by Einstein AI to craft responses. This helps improve the relevance of responses and avoids inaccuracies caused by outdated or irrelevant fields.

Work Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does.

For more details, you can refer to Salesforce's Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

NEW QUESTION # 198

Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third-party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.

- No data is used for LLM training or product improvements by third-party LLMs.
- No data is retained outside of UC's Salesforce org.
- The data sent cannot be accessed by the LLM provider.

Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

- **A. Zero-Data Retention Policy**
- B. Data Masking
- C. Prompt Defense

Answer: A

Explanation:

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data.

The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

No data is used for training or product improvements by third-party LLMs.

No data is retained outside of the customer's Salesforce organization.

The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

NEW QUESTION # 199

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