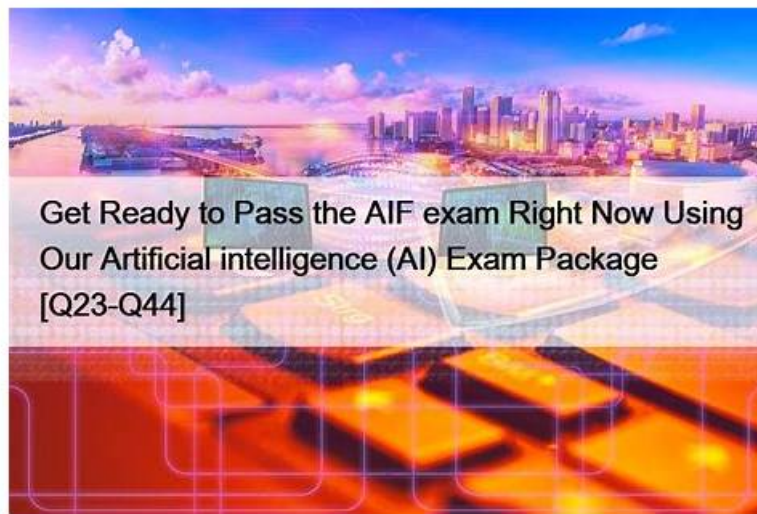


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Salesforce Certified Agentforce Specialist Sample Questions (Q44-Q49):

NEW QUESTION # 44

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level. In the score of 1 indicate?

- A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- B. The response is not toxic.
- C. The response is the most toxic.

Answer: C

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

NEW QUESTION # 45

Universal Containers (UC) is preparing to use the Agentforce Testing Center to ensure the reliability of a new agent. UC has a CSV

file with test cases and is reviewing the documentation to understand best practices and limitations. Which best practice should the company follow to avoid modifying CRM data while running tests in the Testing Center?

- A. Run tests in the production environment to ensure real-time data accuracy.
- B. Limit the number of test cases to 50 per test to minimize data changes.
- **C. Use the Testing Center only in the sandbox environment.**

Answer: C

Explanation:

According to the AgentForce Testing and Validation Guidelines, all automated or large-scale test runs in Testing Center should be executed in a sandbox environment to prevent any unintended modifications to live CRM data.

Running tests in production can trigger record updates, create cases, or call actions that alter live data, violating best practice standards for safe validation. Testing in a sandbox ensures the environment mirrors production logic while maintaining data isolation.

NEW QUESTION # 46

Universal Containers wants to use an AI agent to answer questions about warranties. Warranty information has already been uploaded as unstructured data in Data Cloud. When answering user questions, the results must be filterable by product line and ranked by recent updates. Which approach should the Agentforce Specialist implement?

- A. Use the default retriever which automatically accounts for recency ranking.
- B. Apply semantic embeddings with default metadata filters to achieve the desired result
- **C. Build a custom retriever in Einstein Studio with product line filters and recency ranking.**

Answer: C

Explanation:

According to the AgentForce and Einstein Studio Integration Guide, when a business requires custom ranking or filtering logic (such as by product line and recency), the correct solution is to build a custom retriever in Einstein Studio. The documentation describes: "Custom retrievers in Einstein Studio enable configuration of metadata filters (e.g., product line) and custom ranking functions such as recency or relevance scoring. This allows fine-tuned control over retrieval beyond the default retriever's capabilities."

NEW QUESTION # 47

Before activating a custom copilot action, An Agentforce would like is to understand multiple real- world user utterances to ensure the action being selected appropriately. Which tool should the Agentforce Specialist recommend?

- A. Copilot Builder
- **B. Model Playground**
- C. Agent

Answer: B

Explanation:

Model Playground (specifically within the context of Generative AI and Copilot in Salesforce) allows you to test and refine the behavior of your AI models and, by extension, how your copilot actions interpret and respond to different user inputs (utterances).

It's a sandbox environment where you can:

Input various user utterances.

See how the underlying Large Language Model (LLM) and the copilot's reasoning engine classify those utterances.

Observe which actions are triggered by those utterances.

Adjust the action instructions and examples to improve the copilot's understanding and ensure the correct action is chosen for specific user requests. This iterative testing is crucial for ensuring the action performs as expected in real-world scenarios.

NEW QUESTION # 48

How does Agentforce select the correct action to resolve a user's request?

- **A. The large language model (LLM) selects the right topic and action, if they exist. If there are no matches, the LLM attempts to answer the user's request.**
- B. Each topic contains a list of the matching action's user utterances so that the agent can map the user request to the right

topic and action.

- C. The reasoning engine identifies the agent action to be executed by its name and action input instructions.

Answer: A

Explanation:

In the AgentForce Architecture and Reasoning Engine Overview, Salesforce explains that the large language model (LLM) drives topic and action selection. The documentation states:

"AgentForce uses an LLM to interpret user intent, map it to existing topics, and trigger the appropriate action when available. If no matching topic or action is found, the LLM attempts to generate a direct response using its available context."

NEW QUESTION # 49

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