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### Salesforce Certified Agentforce Specialist Sample Questions (Q217-Q222):

#### NEW QUESTION # 217

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

**Answer: B**

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 # 218

A company wants to retrieve patient history details to augment the AI agent response. [he company wants to leverage the Data Cloud search index feature. What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- A. Encrypt embeddings, but still index PII records.
- **B. Mask sensitive fields and index only non-PII data.**
- C. Depend on the agent's prompt to avoid exposing PII.

**Answer: B**

Explanation:

According to the AgentForce Data Governance and RAG Security Guidelines, when implementing retrieval-augmented generation (RAG) using Data Cloud search indexes, best practice is to ensure that personally identifiable information (PII) and other sensitive data are never indexed or embedded in the retrieval system.

The documented recommendation is to mask or exclude sensitive fields before creating embeddings or indexing content. This prevents the large language model (LLM) from accessing or generating responses that could inadvertently expose confidential information. Masking can include redacting names, IDs, contact details, or any regulated medical information.

### NEW QUESTION # 219

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- **A. Agent Action: Draft or Revise Sales Email**
- B. Agent Action: Find Similar Opportunities
- C. Agent Action: Summarize Record

**Answer: A**

Explanation:

UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time.

### NEW QUESTION # 220

Universal Containers (UC) has configured a data library and wants to restrict indexing of knowledge articles to articles which are only publicly available in their knowledge base, UC also wants the agent to link sources that the large language model (LLM) grounded its response on.

Which settings should help UC with this?

- A. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article. It is not possible to display articles that the LLM grounded its response in.
- B. Use Data Categories to categorize publicly available articles to index. Sources are automatically displayed when knowledge articles are categorized as Public.
- **C. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article and select Show**

sources,

**Answer: C**

Explanation:

According to the AgentForce Data Library Configuration Guide, administrators can restrict indexing and retrieval of Knowledge articles to publicly available ones and enable source visibility for LLM-grounded responses. The documentation states:

"Within the data library settings, under Knowledge Settings, enable 'Use Public Knowledge Articles' to ensure only publicly visible content is indexed. To display citations, enable 'Show Sources' so the agent links the specific articles or data records used to ground its response."

#### NEW QUESTION # 221

Coral Cloud Resorts wants visibility into credit usage associated with testing. Which feature supports this?

- A. Agentforce Analytics
- B. Digital Wallet
- C. Testing Center

**Answer: C**

Explanation:

The AgentForce Testing Center Guide specifies that all testing activity--including prompt tests, structured batch runs, and evaluation sessions--consumes AI credits, which can be monitored directly through the Testing Center interface. The documentation states:

"Testing Center provides visibility into testing performance, outcomes, and credit usage. Administrators can view test credit consumption metrics to understand resource utilization across agents and environments."

#### NEW QUESTION # 222

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