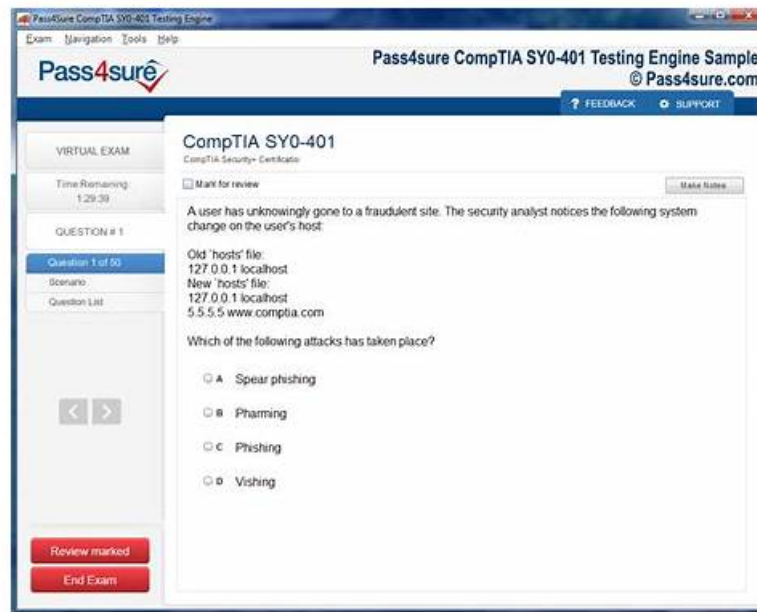


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Salesforce Certified Agentforce Specialist Sample Questions (Q258-Q263):

NEW QUESTION # 258

Which metric provides the MOST insight into whether an Agentforce agent is delivering business value?

- A. Prompt length
- B. Task success and resolution rate
- C. Number of conversations
- D. Model response time

Answer: B

Explanation:

Business value is best measured by successful task completion and resolution outcomes.

NEW QUESTION # 259

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements. What should An Agentforce recommend to resolve the issue?

- **A. Configure data masking in the Einstein Trust Layer setup.**
- B. Enable data masking for sandbox refreshes.
- C. Add new data masking rules in LLM setup.

Answer: A

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

NEW QUESTION # 260

Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

- **A. The data source cannot be changed after it is selected.**
- B. The Data Retriever can be reconfigured to use a different data source.
- C. The data source can be changed through the Data Cloud settings.

Answer: A

Explanation:

Why is "The data source cannot be changed after it is selected" the correct answer?

When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.

Key Considerations in Agentforce Data Library

Data Source Lock-In

The chosen data source remains fixed to maintain data integrity and avoid inconsistencies.

Any updates or modifications require creating a new Data Library instead of modifying the existing one.

Why Can't the Data Source Be Changed?

The data source defines the foundation of AI-driven workflows, and any modification would disrupt processing logic.

Agentforce tools rely on structured datasets to enable AI-powered recommendations, and changing data sources could lead to inconsistencies in grounding techniques.

Workarounds for Changing Data Sources

If an organization needs to use a different data source, a new Agentforce Data Library must be created and configured from scratch.

Old data can be manually migrated into the new data source for continuity.

NEW QUESTION # 261

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

Answer: A

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 # 262

Which business requirement presents a good use case for leveraging Einstein Prompt Builder?

- A. Forecast future sales trends based on historical data.
- **B. Send reply to a request for proposal via a personalized email.**
- C. Identify potential high-value leads for targeted marketing campaigns.

Answer: B

Explanation:

Einstein Prompt Builder is a Salesforce feature that helps generate text (summaries, email content, responses) using AI models. The question presents three potential use cases, asking which one best fits the capabilities of Einstein Prompt Builder.

Einstein Prompt Builder Typical Use Cases

Text Generation & Summaries: Great for writing or summarizing content, like responding to an email or generating text for a record field.

NEW QUESTION # 263

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