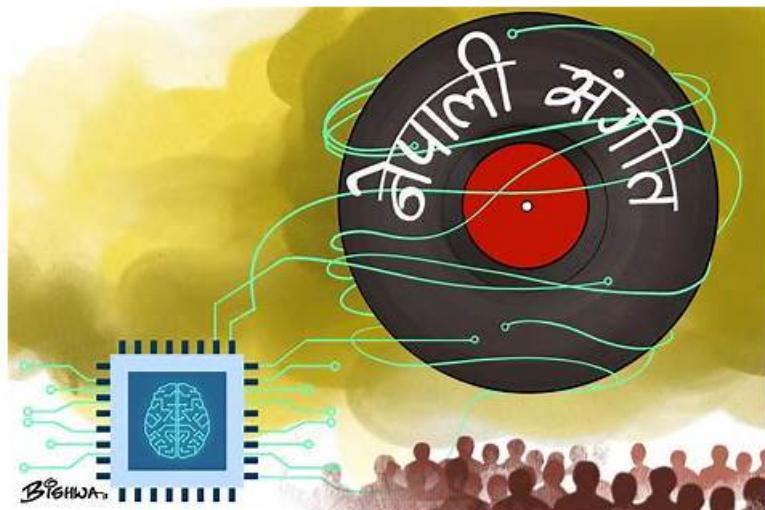


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Salesforce Certified Agentforce Specialist Sample Questions (Q68-Q73):

NEW QUESTION # 68

During configuration, Universal Containers (UC) forgot to grant Knowledge access to the Agentforce Service Agent. Which permission must UC add for the agent to interact with Knowledge articles and answer customer questions effectively?

- A. Allow View Knowledge and Run Flows
- B. Access Custom Objects and Manage External Users
- C. Access Knowledge records and fields, and Allow View Knowledge

Answer: C

Explanation:

According to the AgentForce for Service Configuration Guide, for an agent to interact with and retrieve Knowledge articles, it must have Knowledge object and field access, along with the "Allow View Knowledge" permission. The documentation explains: "Agents need permission to access Knowledge records and their

fields to retrieve and summarize content accurately.

Additionally, the Allow View Knowledge setting enables the agent to use the Knowledge object as a retrieval source."

NEW QUESTION # 69

Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email. After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

- A. Optimize for Clarity
- B. Make Less Formal
- C. Enhance Friendliness

Answer: B

Explanation:

When Universal Containers uses the Draft with Einstein feature in Sales Cloud to create a personalized email, the predefined adjustment to Make Less Formal is the correct option to revise the draft with a more casual tone. This option adjusts the wording of the draft to sound less formal, making the communication more approachable while still maintaining professionalism.

Enhance Friendliness would make the tone more positive, but not necessarily more casual.

Optimize for Clarity focuses on making the draft clearer but doesn't adjust the tone.

NEW QUESTION # 70

Where should the Agentforce Specialist go to add/update actions assigned to a copilot?

- A. Copilot Detail page, Global Actions, or the record page for the copilot action
- B. Copilot Actions page or Global Actions
- C. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab

Answer: C

Explanation:

To add or update actions assigned to a copilot, An Agentforce can manage this through several areas:

Copilot Actions Page: This is the central location where copilot actions are managed and configured.

Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.

Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.

These areas provide flexibility in managing and updating the actions assigned to Copilot, ensuring that the AI assistant remains aligned with business requirements and processes.

NEW QUESTION # 71

A data scientist needs to view and manage models in Einstein Studio, and also needs to create prompt templates in Prompt Builder. Which permission sets should an Agentforce Specialist assign to the data scientist?

- A. Data Cloud Admin and Prompt Template Manager
- B. Prompt Template User and Data Cloud Admin
- C. Prompt Template Manager and Prompt Template User

Answer: A

Explanation:

The data scientist requires permissions for Einstein Studio (model management) and Prompt Builder (template creation). Note: "Einstein Studio" may be a misnomer for Data Cloud's model management or a related tool, but we'll interpret based on context.

NEW QUESTION # 72

How does the AI Retriever function within Data Cloud?

- A. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling

grounding AI responses with trustworthy, verifiable information.

- B. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting
- C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.

Answer: A

Explanation:

The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let's evaluate each option based on its documented functionality.

NEW QUESTION # 73

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The emerging Salesforce field creates a space for Salesforce Certified Agentforce Specialist (AI-201) certification exam holders to accelerate their careers. Many unfortunate candidates don't get the Salesforce AI-201 certification because they prepare for its Salesforce Certified Agentforce Specialist (AI-201) exam questions from a Salesforce AI-201 exam that dumps outdated material. It results in a waste of time and money. You can develop your skills and join the list of experts by earning this Salesforce Certified Agentforce Specialist (AI-201) certification exam.

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In other words, the point of this compliance" activity is to harmonize compliance AI-201 requirements and feed them to the development process, With 'if let' syntax, what you're really doing is inserting an assignment inside an 'if' statement.

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