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### Salesforce Certified Agentforce Specialist Sample Questions (Q273-Q278):

#### NEW QUESTION # 273

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client. How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- A. Add the fine-tuned LLM in Einstein Studio Model Builder.
- B. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.
- C. Enable model endpoint on OpenAI and make callouts to the model to generate emails.

**Answer: A**

**Explanation:**

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

#### NEW QUESTION # 274

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

**Answer: C**

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 # 275

Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"?

- A. Issue and Resolution
- B. Sentiment Analysis and Emotion Detection
- C. Draft Survey Request Email

**Answer: A**

Explanation:

Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and upsupervisors quickly grasp the conversation's context without reviewing the full transcript.

#### NEW QUESTION # 276

At Universal Containers, a sales manager is tackling a tough challenge as several new junior sales reps struggle with objection handling and price negotiations for complex deals. The manager lacks the time to personally guide each sales rep through their specific customer scenarios before their critical meetings. The junior sales reps have asked for a tool that would allow them to practice their pitches by simulating tough conversations and receive personalized feedback that is specific to the commerce opportunity they are working on. Which Salesforce solution should an Agentforce Specialist recommend?

- A. Employee Coach
- B. Sales Coach
- C. SDR Agent

**Answer: B**

Explanation:

The AgentForce for Sales Overview defines Sales Coach as the AI-powered solution designed to help sales professionals practice and improve selling skills. The guide describes: "Sales Coach simulates customer interactions, allows reps to role-play objection handling, and provides personalized feedback based on real opportunity data." This directly matches the scenario where sales reps want to practice negotiation and objection handling with scenario-specific feedback.

#### NEW QUESTION # 277

Universal Containers (UC) stores case details and updates in several custom fields and custom objects related to the case. UC would like its Agentforce Service Agent to be able to provide information in these fields and related records as part of an answer back to its customers when the customer is asking for updates. Which best practice should UC follow to grant access to this information for the Agentforce Service Agent?

- A. Update the Object and Field access in the AgentforceServiceAgentUserPsg permission set group that is already assigned to the Agentforce Service Agent user,
- B. Create a new permission set with the Einstein Agent License and enable Read access to the custom fields and custom objects, and assign it to the Agentforce Service Agent user.
- C. Update the Object and Field access in the Einstein Agent User Profile so that the Agentforce Service Agents will always get the necessary access.

**Answer: A**

Explanation:

Per the AgentForce Security and Permission Management Guide, the

AgentForceServiceAgentUserPsg (Permission Set Group) controls access privileges for Service Agents, including which Salesforce objects, fields, and related data they can read or interact with.

When extending an agent's access to additional custom fields or related objects, the documented best practice is to update the existing permission set group assigned to that agent type rather than creating new or profile-based permissions. This approach maintains centralized permission governance, ensures license alignment, and avoids conflicts or redundancy across multiple permission layers.

## NEW QUESTION # 278

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