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Salesforce Certified Agentforce Specialist Sample Questions (Q73-Q78):

NEW QUESTION # 73

Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data. Which audit data is available using the Einstein Trust Layer?

- A. Hallucination score and bias score
- **B. Masked data and toxicity score**
- C. Response accuracy and offensiveness score

Answer: B

Explanation:

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment. The audit data available through the Einstein Trust Layer includes information about masked data-which ensures sensitive information is not exposed-and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

NEW QUESTION # 74

An Agentforce Specialist at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time, UC wants to help prep the sales team for calls by:

- Summarizing past purchases
- Displaying products the contact has shown interest in (with data captured via Data Cloud)
- Providing a recap of past email and phone conversations that have transcripts

Which approach should the Agentforce Specialist recommend to achieve this goal?

- A. Fine-tune the standard foundational model due to the complexity of the data.
- **B. Use a prompt template grounded on CRM and Data Cloud data using standard foundation models.**
- C. Deploy UC's own custom foundational model on this data first.

Answer: B

Explanation:

The AgentForce No-Code Builder and Prompt Template Guide specifies that when using Salesforce's standard foundation models, users can ground prompts on CRM and Data Cloud data without requiring fine-tuning or model deployment. The documentation notes: "No-code users can leverage standard foundation models with prompt templates grounded in Salesforce data, including CRM and Data Cloud, to summarize records, highlight insights, and prepare agents for customer engagements." This approach allows the sales operations team to automatically summarize customer data (purchases, interests, and communications) without needing model customization.

NEW QUESTION # 75

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature. What does Einstein consider when generating a summary?

- A. Generation is grounded with existing conversation context only.
- **B. Generation is grounded with conversation context, Knowledge articles, and cases.**
- C. Generation is grounded with conversation context and Knowledge articles.

Answer: B

Explanation:

When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate

case summary for agents.

Conversation Context:

Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.

Knowledge Articles:

It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.

Cases:

Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.

NEW QUESTION # 76

Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?

- A. Creating an AI-generated customer support agent performance score
- **B. Creating a draft of a support bulletin post for new product patches**
- C. Estimating support ticket volume based on historical data and seasonal trends

Answer: B

Explanation:

The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches. Prompt Builder allows the Agentforce Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.

NEW QUESTION # 77

Universal Containers (UC) wants to ensure its compliance team can retrieve exact matches of policy clause numbers from a structured legal document library. Which search type should UC implement?

- **A. Use keyword search for exact term matching on structured fields like clause numbers.**
- B. Use hybrid search to blend keyword and semantic recall.
- C. Use semantic search to interpret synonyms of clauses dynamically.

Answer: A

Explanation:

According to the AgentForce Search Optimization Guide, when the use case requires retrieving exact matches (such as policy clause numbers, legal identifiers, or invoice IDs) from structured data, the recommended approach is to use keyword search. The documentation specifies:

"Keyword search ensures deterministic retrieval of exact term matches from structured fields, preserving precision for identifiers, numeric values, and code references."

NEW QUESTION # 78

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