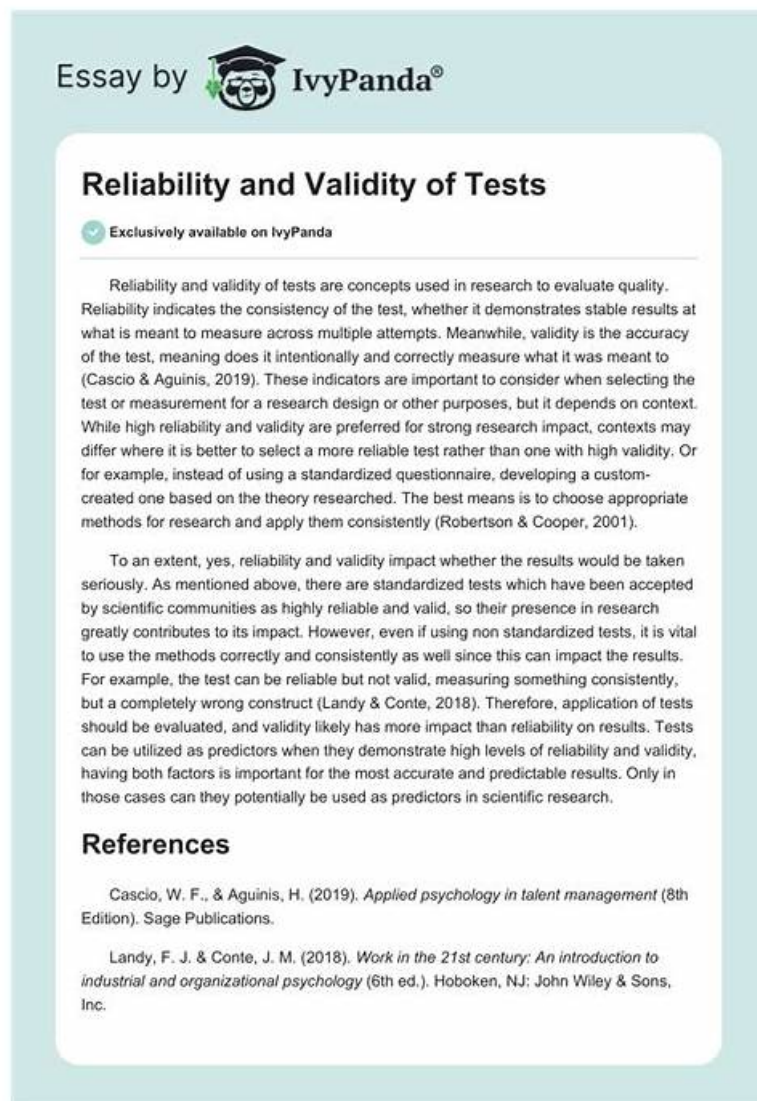


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Salesforce Certified Agentforce Specialist Sample Questions (Q180-Q185):

NEW QUESTION # 180

Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?

- A. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.
- B. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.
- C. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.

Answer: A

Explanation:

The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data.

NEW QUESTION # 181

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The Agentforce Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production. Which other configuration steps should the Agentforce Specialist take in the sandbox that can be deployed to the production org?

- A. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields; add the Wrap Up component to the Messaging Session record page layout; and create Permission Set Assignments for the intended Agents.
- B. From the Epstein setup menu, select Turn on Einstein; create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields; and add the wrap up component to the Messaging session record page layout.
- C. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields; and add the Wrap up component to the Messaging session record page layout.

Answer: C

Explanation:

Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.

Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.

The Agentforce Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.

What Can Actually Be Deployed from Sandbox to Production?

Custom Fields: Metadata that is easily created in sandbox and then deployed.

Quick Actions: Also metadata-based and can be deployed from sandbox to production.

Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.

NEW QUESTION # 182

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. Draft Survey Request Email
- C. Sentiment Analysis and Emotion Detection

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 supervisors quickly grasp the conversation's context without reviewing the full transcript.

NEW QUESTION # 183

Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting. Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

- A. UC wants to change the frequency penalty of the model.
- **B. UC wants a model fine-tuned using company data.**
- C. UC wants to fine-tune model temperature.

Answer: B

Explanation:

Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.

NEW QUESTION # 184

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities.

- A. Matched opportunities were created in the last 12 months.
- **B. Matched opportunities have a status of Closed Won from the last 12 months.**
- C. Matched opportunities are limited to the same account.

Answer: B

NEW QUESTION # 185

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