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Salesforce Certified Agentforce Specialist Sample Questions (Q289-Q294):

NEW QUESTION # 289

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

Answer: A

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 # 290

What is one key purpose of action instructions when creating a custom agent action in Agentforce?

- **A. Action instructions help the reasoning engine decide which action to use.**
- B. Action instructions define the temperature of the large language model (LLM) powering the Reasoning Engine.
- C. Action instructions tell the user how to call this action in a conversation.

Answer: A

Explanation:

According to the AgentForce Action Design and Configuration Guide, action instructions serve as the directive text that informs the Reasoning Engine about when and how to invoke a specific action. The documentation states: "Action instructions guide the reasoning engine by describing the action's purpose, inputs, and when it should be selected. Clear, concise instructions improve the LLM's accuracy in mapping user intent to the correct action."

NEW QUESTION # 291

Universal Containers (UC) needs to create a custom prompt template that can be called from a Lightning web component. Which prompt template type should UC create?

- A. Sales Email
- **B. Flex**
- C. Field Generation

Answer: B

Explanation:

The AgentForce Developer Integration Guide specifies that Flex prompt templates are the correct type for custom or embedded integrations, such as invoking a prompt from a Lightning Web Component (LWC).

Flex templates are designed for general-purpose use cases and can be called programmatically via Apex, Flow, or LWC APIs.

They offer flexible input and output structures, allowing developers to integrate AgentForce reasoning into custom applications and UI components.

NEW QUESTION # 292

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

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

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 # 293

When creating a custom retriever in Einstein Studio, which step is considered essential?

- A. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- B. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.
- **C. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.**

Answer: C

Explanation:

In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren't mandatory for the retriever to function. This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

NEW QUESTION # 294

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