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Salesforce Certified Agentforce Specialist Sample Questions (Q185-Q190):

NEW QUESTION # 185

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

- * Retrieve proprietary policy documents that are stored as PDFs.
- * Ensure responses are grounded in approved company data, not generic LLM knowledge. What should UC do first?

- A. Add the files to the content, and then select the data library option.
- B. Expand the AI agent's scope to search all Salesforce records.
- C. Set up an Agentforce Data Library for AI retrieval of policy documents.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library(Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

* Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

* Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

* Option A: This is the foundational step-creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

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Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help:https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5)

Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

NEW QUESTION # 186

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team. What should the Agentforce Specialist be aware of before enabling this feature?

- A. Custom Call Explorer actions need to be built before it can be configured.
- **B. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.**
- C. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.

Answer: B

Explanation:

Before enabling Call Explorer, the Salesforce Agentforce Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

* Permission Set Requirement:

* Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.

* The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.

* Why Other Options Are Incorrect:

* A. Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.

* B. Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

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Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION # 187

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Prompt Defense

- B. Data Masking
- C. Dynamic Grounding

Answer: C

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

Reference:

Salesforce Help Article: Einstein Trust Layer - Dynamic Grounding ("How Dynamic Grounding Works" section).

Einstein Trust Layer Technical Overview: "Contextual Accuracy with Dynamic Grounding"

NEW QUESTION # 188

Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).

What should the team use to access externally-hosted models in the Salesforce Platform?

- A. App Builder
- B. Copilot Builder
- C. Model Builder

Answer: C

Explanation:

To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.

* Option B, App Builder, is primarily used to build and configure applications in Salesforce, not to integrate AI models.

* Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.

Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation.

Salesforce Agentforce Specialist References:

For more details, check the Model Builder guide here: https://help.salesforce.com/s/articleView?id=sf.model_builder_external_models.htm

NEW QUESTION # 189

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

- A. Sales Email prompt template
- B. Flex Prompt template
- C. Field Generation prompt template

Answer: C

Explanation:

* Context of the Question: Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

* Field Generation Prompt Template

* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

* Why Not Flex or Sales Email Prompt Templates?

* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

* ConclusionFor automatically populating the Description field with AI-generated content, theField Generation prompt template(Option A) is the correct choice.

SalesforceAgentforce SpecialistReferences & Documents

* Salesforce Documentation:Prompt Template TypesExplains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

* SalesforceAgentforce SpecialistStudy GuideHighlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

NEW QUESTION # 190

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