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Salesforce Certified Agentforce Specialist Sample Questions (Q117-Q122):

NEW QUESTION # 117

What is the role of the large language model (LLM) in executing an Einstein Copilot Action?

- A. Identify the best matching actions and correct order of execution
- B. Find similar requests and provide actions that need to be executed
- C. Determine a user's access and sort actions by priority to be executed

Answer: A

Explanation:

In Einstein Copilot, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that

need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.

By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.

The other options are incorrect because:

A mentions finding similar requests, which is not the primary role of the LLM in this context.

C focuses on access and sorting by priority, which is handled more by security models and governance than by the LLM.

References:

Salesforce Einstein Documentation on Einstein Copilot Actions

Salesforce AI Documentation on Large Language Models

NEW QUESTION # 118

Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- A. Create Account Plan
- B. Find Similar Deals
- C. Create Close Plan

Answer: C

Explanation:

Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals. Let's evaluate the options based on Agentforce for Sales features.

* Option A: Create Account Plan While account planning is valuable for long-term strategy, Agentforce for Sales does not have a specific "Create Account Plan" feature focused on closing individual deals.

Account plans typically involve broader account-level insights, not deal-specific closure steps, making this incorrect for UC's requirement.

* Option B: Find Similar Deals "Find Similar Deals" is not a documented feature in Agentforce for Sales. It might imply identifying past deals for reference, but it doesn't involve generating plans with guidance and steps for closing current deals. This option is incorrect and not aligned with UC's goal.

* Option C: Create Close Plan The "Create Close Plan" feature in Agentforce for Sales uses AI to generate a detailed plan with actionable steps and guidance tailored to closing a specific deal. Powered by the Atlas Reasoning Engine, it analyzes deal data (e.g., Opportunity records) and provides reps with a roadmap to meet quotas. This directly meets UC's requirement for AI-generated plans focused on deal closure, making it the correct answer.

Why Option C is Correct:

"Create Close Plan" is a specific Agentforce for Sales capability designed to help reps close deals with AI-driven plans, aligning perfectly with UC's needs as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agentforce for Sales > Create Close Plan - Details AI-generated close plans.

Trailhead: Explore Agentforce Sales Agents - Highlights close plan generation for sales reps.

Salesforce Help: Sales Features in Agentforce - Confirms focus on deal closure.

NEW QUESTION # 119

After a successful implementation of Agentforce Sales Agent with sales users, Universal Containers now aims to deploy it to the service team.

Which key consideration should the Agentforce Specialist keep in mind for this deployment?

- A. Assign the Agentforce for Service permission to the Service Cloud users.
- B. Assign the standard service actions to Agentforce Service Agent.
- C. Review and test standard and custom Agent topics and actions for Service Center use cases.

Answer: C

Explanation:

When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:

* Agent Topics and Actions are context-specific. Service Cloud use cases (e.g., case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.

- * Option A: Permissions like "Agentforce for Service" are necessary but secondary to functional compatibility.
- * Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.

References:

- * Salesforce Help: Einstein Agent Setup
- * Emphasizes reviewing "topics and actions for different user groups (Sales vs. Service)."

NEW QUESTION # 120

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the Agentforce Specialist be aware of?

- **A. Custom objects are supported only for Flex template types.**
- B. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.
- C. Rich text area fields are only supported in Flex template types.

Answer: A

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that users must rely on Flex templates to integrate custom objects into their prompts.

* Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.

* Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.

* Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

NEW QUESTION # 121

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

* Semantically search HR policies, compliance guidelines, and company procedures.

* Ensure responses are grounded on published Knowledge.

* Allow Knowledge updates to be reflected immediately without manual reconfiguration. What should UC do to ensure the agent retrieves the right information?

- A. Enable the agent to search all internal records and past customer inquiries.
- B. Manually add policy responses into the AI model to prevent hallucinations.
- **C. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.**

Answer: C

Explanation:

UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.

* Option A: Enable the agent to search all internal records and past customer inquiries. Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.

* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval. The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.

* Option C: Manually add policy responses into the AI model to prevent hallucinations. Manually embedding responses into the model isn't feasible- Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.

Why Option B is Correct:

The Data Library meets all criteria-semantic search, Knowledge grounding, and instant updates-per Salesforce's recommended approach.

References:

Salesforce Agentforce Documentation: Data Library > Knowledge Integration - Details indexing and updates.

Trailhead: Build Agents with Agentforce - Covers Data Library for accurate responses.

Salesforce Help: Grounding with Knowledge - Confirms real-time sync.

NEW QUESTION # 122

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