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Salesforce Certified Agentforce Specialist Sample Questions (Q142-Q147):

NEW QUESTION # 142
Universal Containers deployed the new Agentforce Sales Development Representative (SDR) Into production, but sales reps are saying they can't find it. What is causing this issue?

- A. Sales rep users profiles are missing the Allow SDR Agent permission.
- B. Sales rep users are missing the Use SDR Agent permission set.
- C. Sales rep users do not have access to the SDR Agent object.

Answer: B

Explanation:
Why is "Sales rep users are missing the Use SDR Agent permission set" the correct answer?
If sales reps are unable to find the Agentforce Sales Development Representative (SDR) Agent, the most likely cause is missing permissions. The "Use SDR Agent" permission set is required for users to access and interact with the SDR Agent in Agentforce.
Key Considerations for This Issue:
Permission Set Restriction
Users must have the "Use SDR Agent" permission set to access Agentforce SDR in their Salesforce environment.
If they lack this permission, the SDR Agent will not appear in their interface.
Agentforce Role-Based Access Control
Agentforce assigns specific permissions based on user roles.
Sales reps require explicit permission to access the SDR Agent.
Fixing the Issue
The Salesforce Admin should assign the "Use SDR Agent" permission set to all relevant sales reps.
This is done in Setup Permission Sets Assign to Users.

NEW QUESTION # 143
A business stakeholder wants to use AI to generate a summary based on Data Cloud data. Which method(s) should the stakeholder use to access Data Cloud data from Prompt Builder?

- A. Using Data Cloud related lists and fetching Data Cloud data using prompt-initiated flows
- B. Accessing data model objects (DMQs) directly in Flex templates, using Data Cloud related lists, and fetching Data Cloud data using prompt-initiated flows
- C. Using only external APIs to import Data Cloud data into Prompt Builder

Answer: A

Explanation:
The Prompt Builder and Data Cloud Integration Guide explains that Data Cloud information can be accessed directly through Data Cloud related lists or prompt-initiated flows, which fetch relevant data dynamically. The documentation states: "Prompt Builder supports retrieving Data Cloud data using related lists for contextual grounding or invoking flows that query Data Cloud objects at runtime. This enables AI prompts to generate summaries, recommendations, or insights directly from unified customer profiles."

NEW QUESTION # 144
Universal Containers needs to restrict access to refund processing actions so only customers with Active account status can initiate refunds. How should an Agentforce Specialist apply the restriction deterministically?

- A. Include step-by-step instructions at the topic level and action level explaining the rules and examples.
- B. Create a Flex Prompt Template that has instructions to check for account status.
- C. Create a context variable for the account status field and apply a conditional filter AccountStatus equals "Active" to refund actions.

Answer: C

Explanation:
According to the AgentForce Action Orchestration and Control Logic Guide, deterministic restrictions on action execution should be implemented using context variables and conditional filters.
By creating a context variable (e.g., AccountStatus) that pulls the customer's current status and applying a conditional filter that limits execution to cases where AccountStatus = "Active", the refund action can be programmatically restricted. This ensures the agent can only trigger the refund flow when conditions are met, providing both consistency and governance over sensitive actions.

NEW QUESTION # 145
Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow. How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Invocable Apex
- B. Einstein for Flow

- C. Flow Action

Answer: B

Explanation:
Universal Container (UC) has used prompt templates to update summary fields on record pages.
Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

NEW QUESTION # 146
Universal Containers wants an AI agent to answer questions about warranties using unstructured data stored in Data Cloud. Results must be filterable by product line and ranked by recent updates.

- A. Apply semantic embeddings with default metadata filters to achieve the desired result.
- B. Build a custom retriever in Einstein Studio with product line filters and recency ranking.
- C. Use the default retriever which automatically accounts for recency ranking.

Answer: B

NEW QUESTION # 147
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