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## Salesforce Certified Agentforce Specialist Sample Questions (Q23-Q28):

### NEW QUESTION # 23

At Universal Containers, a sales manager is tackling a tough challenge as several new junior sales reps struggle with objection handling and price negotiations for complex deals. The manager lacks the time to personally guide each sales rep through their specific customer scenarios before their critical meetings. The junior sales reps have asked for a tool that would allow them to practice their pitches by simulating tough conversations and receive personalized feedback that is specific to the commerce opportunity they are working on. Which Salesforce solution should an Agentforce Specialist recommend?

- A. SDR Agent
- B. Employee Coach
- **C. Sales Coach**

**Answer: C**

Explanation:

The AgentForce for Sales Overview defines Sales Coach as the AI-powered solution designed to help sales professionals practice and improve selling skills. The guide describes: "Sales Coach simulates customer interactions, allows reps to role-play objection handling, and provides personalized feedback based on real opportunity data." This directly matches the scenario where sales reps want to practice negotiation and objection handling with scenario-specific feedback.

## NEW QUESTION # 24

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management. For security purposes, UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed. Which approach best meets this requirement?

- A. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information.
- B. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.
- C. **Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.**

### Answer: C

Explanation:

The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable- based control flow. The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example, 'isVerified') that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals 'true'." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

## NEW QUESTION # 25

What should An Agentforce consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

- A. Prompt generation will yield no response when there is no related list associated with an Account in runtime.
- B. If person accounts have been enabled, merge fields will not be available for the Account object.
- C. **The Activities related list on the Account object is not supported because it is a polymorphic field.**

### Answer: C

Explanation:

When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being a polymorphic field.

Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.

## NEW QUESTION # 26

Universal Containers wants to test agents while preserving real data and isolating from production. Which environment should the company use with Testing Center?

- A. Use production org directly with test assertions.
- B. Use personal developer orgs unrepresentative of production data,
- C. **Use sandbox environments replicated from production for safe testing.**

### Answer: C

Explanation:

The AgentForce Testing Center Implementation Guide specifies that organizations should perform all structured and regression testing in a sandbox environment replicated from production. The guide explains:

"Testing Center supports running tests safely in sandbox environments that mirror production data. This ensures realistic test conditions without impacting live systems or data."

## NEW QUESTION # 27

The Agentforce Specialist for Coral Cloud Resorts wants to create an agent that will automate the resolution of a large portion of guest complaints related to their vacation experiences. The agent will be able to offer upgrades, hotel credit, and other

complimentary options. The agent will also be in charge of escalating the case to a human when a guest has suffered a major disruption (such as cancellation). Following Salesforce best practices, which type of agent should the Agentforce Specialist create?

- A. Custom Agent with a Flex prompt template
- **B. Service Agent with a Flex prompt template**
- C. Sales A Agent with a Flex prompt template

**Answer: B**

Explanation:

The AgentForce for Service Implementation Guide confirms that when automating customer service and complaint resolution, the correct solution is a Service Agent. The documentation states:

"Service Agents handle customer inquiries, complaints, and issue resolution workflows. They can automate actions such as offering credits, applying upgrades, and escalating severe cases to human support." Flex prompt templates are recommended for these scenarios, as they allow contextual control and personalization based on the complaint details.

## NEW QUESTION # 28

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