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## Salesforce Certified Agentforce Specialist Sample Questions (Q283-Q288):

### NEW QUESTION # 283

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- B. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- C. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

**Answer: C**

Explanation:

Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent. Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality.

### NEW QUESTION # 284

Universal Containers (UC) is implementing generative AI and wants to leverage a prompt template to provide responses to customers that gives personalized product recommendations to website visitors based on their browsing history. Which initial step should UC take to ensure the chatbot can deliver accurate recommendations?

- **A. Collect and analyze browsing data.**
- B. Design universal product recommendations.
- C. Write a response scrip for the chatbot.

**Answer: A**

Explanation:

To enable personalized product recommendations using generative AI, the foundational step for Universal Containers (UC) is collecting and analyzing browsing data (Option C). Personalized recommendations depend on understanding user behavior, which requires structured data about their browsing history. Without this data, the AI model lacks the context needed to generate relevant suggestions.

Data Collection: UC must first aggregate browsing data (e.g., pages visited, products viewed, session duration) to build a dataset that reflects user preferences.

Data Analysis: Analyzing this data identifies patterns (e.g., frequently viewed categories) that inform how prompts should be structured to retrieve relevant recommendations.

Grounding in Data: Salesforce's Prompt Templates rely on grounding data to generate accurate outputs. Without analyzing browsing data, the prompt template cannot reference meaningful insights for personalization.

### NEW QUESTION # 285

What is best practice when refining Agent custom action instructions?

- **A. Provide examples of user messages that are expected to trigger the action.**
- B. Specify the persona who will request the action.
- C. Use consistent introductory phrases and verbs across multiple action instructions.

**Answer: A**

Explanation:

When refining Agent custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.

### NEW QUESTION # 286

Why is starting with a narrowly scoped Agentforce use case considered a best practice?

- A. It avoids the need for prompts
- **B. It limits risk and simplifies monitoring**
- C. It eliminates user training
- D. It reduces Salesforce license costs

**Answer: B**

Explanation:

A narrow scope limits unintended behavior and makes monitoring, tuning, and governance easier.

### NEW QUESTION # 287

A customer service representative is looking at a custom object that stores travel information.

They recently received a weather alert and now need to cancel flights for the customers that are related to this Itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agentforce capability helps the representative accomplish this?

- A. Generate Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- **B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.**

- C. Invoke a flow which makes a call to external data to create a Knowledge article.

**Answer: B**

Explanation:

The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking.

Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to "execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content. Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

## NEW QUESTION # 288

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