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Salesforce Certified Agentforce Specialist Sample Questions (Q210-Q215):

NEW QUESTION # 210

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.
- B. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- C. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.

Answer: C

Explanation:

UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights.

NEW QUESTION # 211

Support agents at Universal Containers are using Agentforce to find troubleshooting information.

They've reported that the agent frequently provides knowledge articles that are outdated, even when newer versions of the articles are available. The administrator has confirmed that all articles are correctly chunked and indexed. Which configuration change in the Data Cloud hybrid search index best addresses this problem?

- A. Disable the keyword index to rely solely on the vector index.
- **B. Add a ranking factor for recency based on the LastModifiedDate field.**
- C. Switch the chunking strategy from section-aware to fixed-size.

Answer: B

Explanation:

The AgentForce Data Cloud Retrieval and Ranking Guide highlights that when outdated Knowledge articles appear before newer ones, administrators should configure ranking factors that prioritize content based on recency. The documentation specifies: "Adding a recency ranking factor using the LastModifiedDate or LastPublishedDate fields ensures the retrieval prioritizes the most up-to-date documents, improving response relevance."

NEW QUESTION # 212

Sales reps at Universal Containers should not be able to create or edit prompt templates. Which permission set should an AgentForce Specialist assign to the sales reps?

- A. Prompt Template Manager
- B. Prompt Template User
- **C. Prompt Execute User**

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the AgentForce Permissions and Role Management Guide, permission sets control the level of access users have to Prompt Templates - which define how the reasoning engine interprets and generates responses. AgentForce distinguishes between users who create or manage templates and those who only execute or use them during interactions.

The Prompt Execute User permission set is designed for users who can invoke and run prompts but cannot create, modify, or delete prompt templates. This role is intended for front-line users such as sales reps, service agents, or support staff who utilize preconfigured templates in daily workflows without altering them.

NEW QUESTION # 213

An Agentforce is creating a custom action in Agent. Which option is available for the Agentforce Specialist to choose for the custom copilot action?

- A. Apex trigger
- B. SOQL
- **C. Flows**

Answer: C

Explanation:

When creating a custom action in Agent, one of the available options is to use Flows. Flows are a powerful automation tool in Salesforce, allowing the Agentforce Specialist to define custom logic and actions within the Copilot system. This makes it easy to extend Copilot's functionality without needing custom code.

While Apex triggers and SOQL are important Salesforce tools, Flows are the recommended method for creating custom actions within Agent because they are declarative and highly adaptable.

NEW QUESTION # 214

Universal Containers (UC) is preparing and defining success criteria for Agentforce Testing Center test cases. Which details should UC specify as the expected output to ensure the tests accurately reflect the agent's functionality?

- A. Expected Flow API Name

- B. Expected Topic API Name
- C. Expected Prompt Template Name

Answer: B

Explanation:

According to the AgentForce Testing Center Reference Guide, each test case in the Testing Center should define a clear expected output to validate that the agent selects and executes the correct topic in response to a given user utterance.

The Expected Topic API Name acts as the validation reference -- it ensures that the reasoning engine correctly classifies the user's intent and routes the conversation to the appropriate topic.

This allows the test to confirm end-to-end functionality, from intent detection to action execution.

NEW QUESTION # 215

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