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Salesforce Certified Agentforce Specialist Sample Questions (Q188-Q193):

NEW QUESTION # 188
Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- A. Agent Action: Find Similar Opportunities
- B. Agent Action: Draft or Revise Sales Email
- C. Agent Action: Summarize Record

Answer: B

Explanation:
UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time. Let's evaluate the standard Agent actions.
* Option A: Agent Action: Summarize Record"Summarize Record" generates a summary of a record (e.g., Opportunity, Contact), useful for overviews but not for drafting emails or leveraging past communications. This doesn't meet the requirement, making it incorrect.
* Option B: Agent Action: Find Similar Opportunities"Find Similar Opportunities" identifies past deals to inform strategy, not to draft emails. It provides data, not text generation, making it incorrect.
* Option C: Agent Action: Draft or Revise Sales EmailThe "Draft or Revise Sales Email" action in Agentforce for Sales (sometimes styled as "Draft Sales Email") uses the Atlas Reasoning Engine to generate personalized email content. It can analyze past successful communications (e.g., via Opportunity or Contact history) to tailor emails for renewals or deals, saving reps time. This directly addresses UC's need, making it the correct answer.
Why Option C is Correct:
"Draft or Revise Sales Email" is a standard action designed for personalized email generation based on historical data, aligning with UC's productivity goal per Salesforce documentation.
References:
Salesforce Agentforce Documentation: Agentforce for Sales > Draft Sales Email - Details email generation.
Trailhead: Explore Agentforce Sales Agents - Covers email drafting with past data.
Salesforce Help: Sales Features in Agentforce - Confirms personalization capabilities.

NEW QUESTION # 189
A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.
How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A. Using a dialog pattern. the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a fast of open opportunities.
- B. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.
- C. The LLM interprets the user's request, generates a plan by identifying the apcMopnete topics and actions, and executes the actions to retrieve and display the open opportunities

Answer: C

Explanation:
Agentforce's LLM dynamically interprets natural language requests (e.g., "Show me open opportunities"), generates an execution plan using the planner service, and retrieves data via actions (e.g., querying Salesforce records). This contrasts with static rules (B) or rigid dialog patterns (C), which lack contextual adaptability. Salesforce documentation highlights the planner's role in converting intents into actionable steps while adhering to security and business logic.
Reference:
Salesforce Help Article: Agentforce Planner Service ("Dynamic Request Interpretation" section).
Einstein Agentforce Specialist Trailhead: "How Agentforce Processes User Requests."

NEW QUESTION # 190
Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization.
What should the Agentforce Specialist recommend?

- A. Agent Analytics
- B. Agentforce Analytics
- C. Agent Studio Analytics

Answer: B

Explanation:
To measure adoption and usability of Agents across the organization, Agentforce Analytics is the right tool. It provides dashboards and reports that track how Agents are being used, which actions are triggered most often, and overall performance trends. This data helps organizations drive adoption by identifying gaps, monitoring usage, and demonstrating business value.
Reference:

"Boost Adoption with Analytics Tools | Salesforce" .

NEW QUESTION # 191

Universal Containers (UC) would like to implement the Sales Development Representative (SDR) Agent.
Which channel consideration should UC be aware of while implementing it?

- A. SDR Agent must also be deployed on the company website.
- B. SDR Agent must be deployed in the Messaging channel.
- C. SDR Agent only works in the Email channel.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Universal Containers (UC) is implementing the Agentforce Sales Development Representative (SDR) Agent, a prebuilt AI agent designed to qualify leads and schedule meetings. Channel considerations are critical for deployment. Let's evaluate the options based on official Salesforce documentation.
* Option A: SDR Agent must be deployed in the Messaging channel.The Agentforce SDR Agent is designed to engage prospects in real-time conversations, primarily through the Messaging channel (e.g., Salesforce Messaging for in-app or web chat). This aligns with its purpose of qualifying leads interactively and scheduling meetings, as outlined in Agentforce for Sales documentation. While it may leverage email for follow-ups, its core deployment and interaction occur via Messaging, making this a key consideration UC must be aware of. This is the correct answer.
* Option B: SDR Agent only works in the Email channel.The SDR Agent is not limited to email.
While it can send emails (e.g., follow-ups after lead qualification), its primary function-real-time lead engagement-relies on Messaging. Stating it "only works in the Email channel" is inaccurate and contradicts its documented capabilities, making this incorrect.
* Option C: SDR Agent must also be deployed on the company website.While the SDR Agent can be embedded on a company website via Messaging (e.g., as a chat widget), this is an implementation choice, not a mandatory requirement. The agent's deployment is channel-specific (Messaging), and website integration is optional, not a "must." This option overstates the requirement, making it incorrect.
Why Option A is Correct:
The SDR Agent's primary deployment in the Messaging channel is a documented consideration for its real- time lead qualification capabilities. UC must plan for this channel to ensure effective implementation, as per Salesforce guidelines.
References:
Salesforce Agentforce Documentation: SDR Agent Setup > Channels- Specifies Messaging as the primary channel.
Trailhead: Explore Agentforce Sales Agents- Notes SDR Agent's Messaging focus for lead engagement.
Salesforce Help: Agentforce for Sales > SDR Agent- Confirms Messaging deployment requirement.

NEW QUESTION # 192

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.
What does Einstein consider when generating a summary?

- A. Generation is grounded with conversation context and Knowledge articles.
- B. Generation is grounded with conversation context, Knowledge articles, and cases.
- C. Generation is grounded with existing conversation context only.

Answer: B

Explanation:
When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.
* Conversation Context:
* Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.
* Knowledge Articles:
* It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.
* Cases:

* Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.
* Option A is correct as it includes all three: conversation context, Knowledge articles, and cases.
* Option B is incorrect because it limits the grounding to conversation context only, excluding other critical elements.
* Option C is incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

NEW QUESTION # 193

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