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Salesforce Certified Agentforce Specialist Sample Questions (Q254-Q259):

NEW QUESTION # 254

What is true of Agentforce Testing Center?

- A. Agentforce Testing Center can only be used in a production environment.
- B. **Running tests does not consume Einstein Requests.**
- C. Running tests risks modifying CRM data in a production environment.

Answer: B

Explanation:

The Agentforce Testing Center is a tool in Agentforce Studio for validating agent performance.

NEW QUESTION # 255

Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom

object, Competitor Analysis. All sales users have the same profile but one user cannot see the generative AI-enabled field icon next to the summary field.

What is the most likely cause of the issue?

- A. The prompt template associated with summary field is not activated for that user.
- B. The user does not have the Prompt Template User permission set assigned.
- C. The user does not have the field Generative AI User permission set assigned.

Answer: C

Explanation:

In Salesforce, Generative AI capabilities are controlled by specific permission sets. To use features such as generating summaries with AI, users need to have the correct permission sets that allow access to these functionalities.

Generative AI User Permission Set: This is a key permission set required to enable the generative AI capabilities for a user. In this case, the missing Generative AI User permission set prevents the user from seeing the generative AI-enabled field icon. Without this permission, the generative AI feature in the Competitor Analysis custom object won't be accessible.

NEW QUESTION # 256

Universal Containers plans to enable Agentforce in Slack so teams can interact with agents directly in Slack channels. Which description represents the key steps required to enable Agentforce in Slack?

- A. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps,
- B. Enable the default Slack channel Agentforce, and assign Slack agent access to users.
- C. Configure the Slack agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.

Answer: C

Explanation:

The AgentForce for Slack Deployment Guide outlines the exact process for enabling AgentForce in Slack. The steps include: Configuring the Slack agent connection to link Salesforce with the Slack workspace.

Installing the agent in the "Manage AgentForce" section.

Assigning agent access to specific Slack users or channels.

The documentation notes: "Administrators must first establish a Slack connection through Salesforce setup, then deploy the AgentForce app to the desired workspace. User permissions are managed in the Manage AgentForce console."

NEW QUESTION # 257

Universal Containers (UC) recently attended a major trade show and received thousands of new leads from event badge scans. UC is struggling to follow up with each lead in a timely, personalized way. Leadership wants to:

- Qualify and nurture leads 24/7.
- Provide accurate answers to prospect questions.
- Automatically book meetings with qualified prospects.
- Free up reps to focus on building relationships and closing deals.

Which Agentforce capability should UC implement to meet these goals?

- A. SDR Agent
- B. Commerce Agent
- C. Sales Coach

Answer: A

Explanation:

Universal Containers (UC) needs a solution that can automatically qualify and nurture thousands of new leads 24/7, provide accurate and consistent responses to prospects, schedule meetings for qualified leads, and allow sales representatives to focus on relationship building and closing deals. These needs align precisely with the Agentforce SDR Agent.

According to official AgentForce documentation, "Agentforce SDR helps sales teams qualify and nurture leads at scale, around the clock. It acts as a digital sales development representative capable of engaging new leads instantly, asking the right qualifying questions, answering inquiries accurately using connected Salesforce data, and automatically scheduling meetings on behalf of the sales team." The documentation further explains that the SDR Agent is designed to "personalize outreach, manage follow-up

sequences, and book meetings directly from your website or campaign pages." This automation "frees your human reps to focus on high-value interactions and closing opportunities rather than manual lead qualification." By contrast, the Sales Coach capability focuses on guiding and coaching sales representatives internally rather than interacting with prospects, and the Commerce Agent is designed for e-commerce use cases such as assisting shoppers with product discovery and order management- not lead nurturing.

NEW QUESTION # 258

What does it mean when a prompt template version is described as immutable?

- A. Only the latest version of a template can be activated.
- B. **Prompt template version is activated; no further changes can be saved to that version.**
- C. Every modification on a template will be saved as a new version automatically.

Answer: B

Explanation:

When a prompt template version is immutable, it means that once the version is activated, it cannot be edited or modified. This ensures consistency in production environments where changes could disrupt workflows.

NEW QUESTION # 259

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