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## Salesforce Certified Agentforce Specialist Sample Questions (Q203-Q208):

### NEW QUESTION # 203

Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues.

CCR wants to implement a triage process 50 that:

- High severity requests must be escalated to a human service rep.
- Lower severity requests should result in creating a support case for

the guest.

The requirement is to achieve the highest reliability and determinism in the response from the agent.

Which approach should an Agentforce Specialist recommend?

- A. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".
- **B. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = 'High', and the "Create Support Case" action runs only when severityLevel != 'High'.**
- C. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate when severity is high" and "Never create a support case when severity is high".

**Answer: B**

Explanation:

The AgentForce Conditional Logic and Triage Design Guide recommends using custom variables and deterministic filters for reliable decision-making in AI agents. The document explains: "For deterministic triage flows, create a variable (e.g., severityLevel) populated by an action or rule.

Then, apply filters so that specific actions execute only when the variable matches defined criteria. This approach guarantees predictable and auditable outcomes." In this case, severityLevel controls whether to escalate to a human rep or create a support case, ensuring no ambiguity in execution.

#### NEW QUESTION # 204

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

**Answer: A**

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.

#### NEW QUESTION # 205

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Agentforce Agents. How should the Agentforce Specialist monitor Agents' usability and the assignment of actions?

- **A. Run Agent Analytics.**
- B. Query the Agent log data using the Metadata API.
- C. Run a report on the Platform Debug Logs.

**Answer: A**

Explanation:

Monitoring the usability and action assignments of Agentforce Agents requires insights into how agents perform, how users interact with them, and how actions are executed within conversations. Salesforce provides Agent Analytics (Option A) as a built-in capability specifically designed for this purpose. Agent Analytics offers dashboards and reports that track metrics such as agent response times, user satisfaction, action invocation frequency, and success rates. This tool allows the Agentforce Specialist to assess

usability (e.g., are agents meeting user needs?) and monitor action assignments (e.g., which actions are triggered and how often), providing actionable data to optimize the pilot program.

#### NEW QUESTION # 206

Universal Containers has a custom Agent action calling a flow to retrieve the real-time status of an order from the order fulfillment system. For the given flow, what should the Agentforce Specialist consider about the running user's data access?

- A. The Agent will always run flows in system mode so the running user's data access will not affect the data returned.
- **B. The custom action adheres to the permissions, field-level security, and sharing settings configured in the flow.**
- C. The flow must have the "with sharing" permission selected in the advanced settings for the permissions, field-level security, and sharing settings to be respected.

**Answer: B**

Explanation:

When a flow is invoked via a custom Agent action, its data access depends on the flow's runtime configuration, not system mode by default. Salesforce flows can be configured to respect the running user's permissions and sharing settings:

If the flow is set to "Run as the User Who Launched the Flow" (enabled in Flow Settings), it adheres to the user's permissions, field-level security (FLS), and sharing rules.

#### NEW QUESTION # 207

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow. How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Flow Action
- **B. Einstein for Flow**
- C. Invocable Apex

**Answer: B**

Explanation:

Universal Container (UC) has used prompt templates to update summary fields on record pages.

Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

#### NEW QUESTION # 208

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