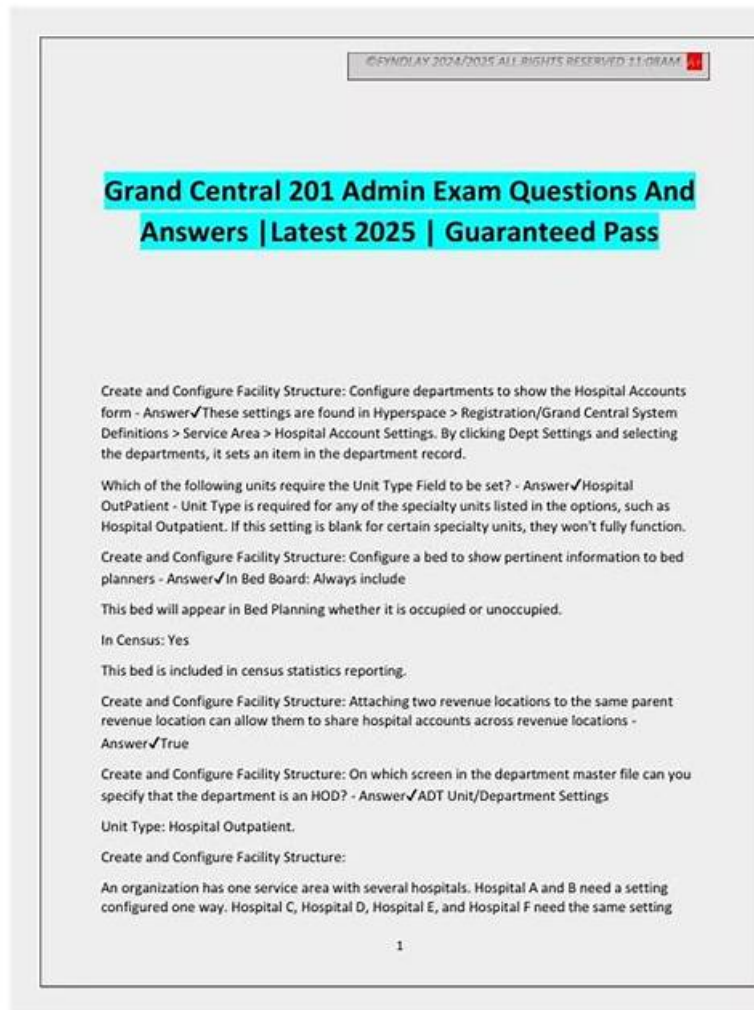


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Salesforce Certified Agentforce Specialist Sample Questions (Q267-Q272):

NEW QUESTION # 267

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features. Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

- A. Call Explorer
- **B. Call Summary**
- C. Sales Summary

Answer: B

Explanation:

For a sales rep who may miss key details during long sales calls, the Agentforce Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.

Call Explorer is designed for manually searching through call data but doesn't summarize.

Sales Summary is focused more on summarizing overall sales activity, not call-specific content.

NEW QUESTION # 268

An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the AX Specialist to achieve this?

- A. Agent Event Logs dashboard
- **B. User Utterances dashboard**
- C. AI Audit & Feedback Data dashboard

Answer: B

Explanation:

The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the Agentforce Specialist to:

Identify Common Queries: Surface frequently asked questions or recurring issues.

Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.

Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.

NEW QUESTION # 269

What is the primary function of the planner service in the Agent system?

- **A. Identifying copilot actions to respond to user utterances**
- B. Offering real-time language translation during conversations
- C. Generating record queries based on conversation history

Answer: A

Explanation:

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

NEW QUESTION # 270

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to

understand the criteria used by the Agent to match opportunities.

- A. Matched opportunities have a status of Closed Won from the last 12 months.
- B. Matched opportunities were created in the last 12 months.
- C. Matched opportunities are limited to the same account.

Answer: A

NEW QUESTION # 271

Universal Containers deployed the new Agentforce Sales Development Representative (SDR) Into production, but sales reps are saying they can't find it. What is causing this issue?

- A. Sales rep users are missing the Use SDR Agent permission set.
- B. Sales rep users profiles are missing the Allow SDR Agent permission.
- C. Sales rep users do not have access to the SDR Agent object.

Answer: A

Explanation:

Why is "Sales rep users are missing the Use SDR Agent permission set" the correct answer?

If sales reps are unable to find the Agentforce Sales Development Representative (SDR) Agent, the most likely cause is missing permissions. The "Use SDR Agent" permission set is required for users to access and interact with the SDR Agent in Agentforce.

Key Considerations for This Issue:

Permission Set Restriction

Users must have the "Use SDR Agent" permission set to access Agentforce SDR in their Salesforce environment.

If they lack this permission, the SDR Agent will not appear in their interface.

Agentforce Role-Based Access Control

Agentforce assigns specific permissions based on user roles.

Sales reps require explicit permission to access the SDR Agent.

Fixing the Issue

The Salesforce Admin should assign the "Use SDR Agent" permission set to all relevant sales reps.

This is done in Setup Permission Sets Assign to Users.

NEW QUESTION # 272

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