

# Agentforce-Specialist시험패스인증덤프공부 - Agentforce-Specialist덤프샘플문제체험

정답B,C

## 질문 #80

You want to create a purchase order for subcontracting. What must you do? Note: There are 2 correct answers to this question.

- A. Choose the appropriate item category
- B. Choose the appropriate purchase order type
- C. In the purchase order item, enter the components to be provided
- D. In the purchase order item, enter the special stock indicator

정답A,D

## 질문 #81

What is the effect of setting the Freeze Book Inventory indicator in a physical inventory document?

- A. The book inventory is determined for each material and fixed in the physical inventory document.
- B. Goods movements for materials in the document are parked until the count is posted.
- C. The book inventory is determined for each material and fixed in the material master record.
- D. The materials in the physical inventory document are blocked for goods movements.

정답A

## 질문 #82

How is the productive system configured? Note: There are 2 correct answers to this question.

- A. Via the Cloud Application Lifecycle Management (CALM) Implementation Portal
- B. Through transports from the quality system
- C. Through the Solution Documentation component of the SAP Solution Manager
- D. Through Central Business Configuration (CBC) in SAP Business Technology Platform

정답A,C

## 질문 #83

Which types of datasets are required for predictive scenarios? Note: There are 2 correct answers to this question.

- A. Active Dataset
- B. Apply Dataset
- C. Training Dataset
- D. Testing Dataset

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## Salesforce Agentforce-Specialist 시험요강:

주제	소개
주제 1	<ul style="list-style-type: none"><li>• Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.</li></ul>
주제 2	<ul style="list-style-type: none"><li>• Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.</li></ul>

주제 3	<ul style="list-style-type: none"> <li>Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.</li> </ul>
주제 4	<ul style="list-style-type: none"> <li>Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.</li> </ul>
주제 5	<ul style="list-style-type: none"> <li>Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.</li> </ul>

>> Agentforce-Specialist시험패스 인증덤프공부 <<

## 100% 합격보장 가능한 Agentforce-Specialist시험패스 인증덤프공부 공부자료

Salesforce Agentforce-Specialist인증 시험은 현재IT업계에서 아주 인기 있는 시험입니다. 많은 IT인사들이 관련 자격증을 취득하려고 노력하고 있습니다. Salesforce Agentforce-Specialist인증 시험에 대한 열기는 식지 않습니다. Salesforce Agentforce-Specialist자격증은 여러분의 사회생활에 많은 도움이 될 것이며 연봉상승 등 생활보장에 업그레이드 될 것입니다.

### 최신 AI Specialist Agentforce-Specialist 무료샘플문제 (Q152-Q157):

#### 질문 # 152

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Summaries
- B. Einstein Service Replies and Work Summaries
- C. Einstein Reply Recommendations and Case Classification

정답: A

#### 설명:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

\* Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

\* Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

\* Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

\* Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

\* Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

#### References:

\* Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help):

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_reply\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)  
\* Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help:[https://help.salesforce.com/s/articleView?id=sf.case\\_classification.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5))  
\* Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

### 질문 # 153

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. What is one criterion that Agentforce for Sales uses to match similar opportunities?

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

정답: C

#### 설명:

UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.

\* Option A: Matched opportunities have a status of Closed Won from the last 12 months. Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.

\* Option B: Matched opportunities are limited to the same account. While account context may factor in, Agentforce doesn't restrict matches to the same account—it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.

\* Option C: Matched opportunities were created in the last 12 months. Creation date isn't a primary criterion—status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.

Why Option A is Correct:

"Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.

References:

Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities - Specifies Closed Won, 12-month criterion.

Trailhead: Explore Agentforce Sales Agents - Details opportunity matching logic.

Salesforce Help: Sales Features in Agentforce - Confirms historical success focus.

### 질문 # 154

Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?

- A. The number of tokens that can be processed by the LLM varies with total user demand.
- B. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

정답: C

#### 설명:

In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record—some records might have short text fields while others have lengthy ones—the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

\* Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a

specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.

\* Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.

Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.

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Salesforce Agentforce Documentation: "Prompt Templates" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_prompt\\_templates.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5))

Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

## 질문 # 155

Universal Containers' service team wants to customize the standard case summary response from Agentforce.

What should the Agentforce Specialist do to achieve this?

- A. Customize the standard Record Summary template for the Case object.
- **B. Create a custom Record Summary prompt template for the Case object.**
- C. Summarize the Case with a standard Agent action.

정답: **B**

### 설명:

Comprehensive and Detailed In-Depth Explanation:

UC's service team seeks to customize the standard case summary response provided by Agentforce. Let's assess the options for tailoring this output.

\* Option A: Create a custom Record Summary prompt template for the Case object. In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC's needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce's customization process, making it the correct answer.

\* Option B: Summarize the Case with a standard Agent action. Standard Agent actions (e.g., "Answer Questions") don't specifically target case summarization—they're broader in scope. There's no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.

\* Option C: Customize the standard Record Summary template for the Case object. Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.

Why Option A is Correct:

Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder's flexibility, as per Salesforce best practices.

References:

Salesforce Agentforce Documentation: Prompt Builder > Custom Templates- Details creating custom summaries.

Trailhead: Build Prompt Templates in Agentforce- Explains customizing standard outputs.

Salesforce Help: Record Summaries with AI- Recommends custom templates for tailored results.

## 질문 # 156

What is An Agentforce able to do when the "Enrich event logs with conversation data" setting in Agent is enabled?

- A. View the user click path that led to each copilot action.
- **B. View session data including user Input and copilot responses for sessions over the past 7 days.**
- C. Generate details reports on all Copilot conversations over any time period.

정답: **B**

### 설명:

When the "Enrich event logs with conversation data" setting is enabled in Agent, it allows An Agentforce or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

\* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping

Agentforce Specialists track AI behavior and user engagement.

\* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

\* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

## Salesforce Agentforce Specialist References:

You can refer to this documentation for further insights: [https://help.salesforce.com/s/articleView?id=sf\\_einstein\\_copilot\\_event\\_logging.htm](https://help.salesforce.com/s/articleView?id=sf_einstein_copilot_event_logging.htm)

## 질문 # 157

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Itcertkr에서는 Salesforce인증 Agentforce-Specialist시험을 도전해보시려는 분들을 위해 퍼펙트한 Salesforce인증 Agentforce-Specialist덤프를 가벼운 가격으로 제공해드립니다. 덤프는 Salesforce인증 Agentforce-Specialist시험의 기출문제와 예상문제로 제작된것으로서 시험문제를 거의 100%커버하고 있습니다. Itcertkr제품을 한번 믿어주시면 기적을 가져다 드릴것입니다.

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