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Salesforce Certified Agentforce Specialist Sample Questions (Q212-Q217):

NEW QUESTION # 212
Universal Containers has multiple Salesforce orgs, each with a unique customer service agent where a verification agent must pass customer identity data to downstream agents handling account modifications. The customer ID must remain secure and persistent across agent handoffs without exposure to large language model (LLM) modification. What is the most appropriate configuration?

- A. Implement a custom object to temporarily store verification status and have each agent query it via SOQL actions during execution.
- B. Use the Agent API to start the downstream agent's session and pass the verified customer ID as a read-only context variable, ensuring security and preventing LLM alteration.
- C. Store customer identity information in conversation variables created by the first agent and have other agents read those same conversation variables.

Answer: B

Explanation:
The AgentForce Inter-Agent Communication and Security Configuration Guide specifies that when sensitive identity data (like a verified customer ID) must be shared between agents, the correct approach is to use the Agent API to initiate the downstream agent's session. The verified data should be passed as a read-only context variable, ensuring persistence across sessions while preventing modification by the large language model (LLM).
This setup maintains data integrity and security compliance by isolating sensitive variables from the LLM's reasoning layer. Context variables passed via the Agent API are immutable during runtime, ensuring they cannot be altered or exposed in agent-generated responses.

NEW QUESTION # 213
Which action should an admin take if an Agentforce agent consistently fails on edge cases?

- A. Disable logging
- B. Remove human oversight
- C. Add fallback and escalation paths
- D. Increase autonomy

Answer: C

Explanation:
Fallbacks and escalation paths ensure reliability when agents encounter edge cases.

NEW QUESTION # 214
Universal Containers is setting up the data library configuration within the Agentforce Builder.
What is true regarding Agentforce Data Libraries?

- A. Only data library owners can assign it to the agent.
- B. Each data category can only have one data library.
- C. An agent can have only one data library assigned to it.

Answer: C

Explanation:
The correct statement regarding the configuration limit of Agentforce Data Libraries is that An agent can have only one data library assigned to it (C).
Agentforce Data Libraries are the mechanism by which an agent is "grounded" in an organization's internal, trusted knowledge (using Retrieval Augmented Generation or RAG). To ensure that the agent's focus remains sharp and its retrieval process is efficient and accurate, there is a one-to-one relationship between an Agentforce Agent and the Data Library it uses for grounding.

NEW QUESTION # 215
Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management. For security purposes, UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed. Which approach best meets this requirement?

- A. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.
- B. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.
- C. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information,

Answer: A

Explanation:
The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any

case-related operations, the correct method is to use a variable-based control flow. The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example, `isVerified`) that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals `true`." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

NEW QUESTION # 216

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level. In the score of 1 indicate?

- A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- B. The response is not toxic.
- C. The response is the most toxic.

Answer: C

Explanation:
Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

NEW QUESTION # 217

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