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## Salesforce Certified Agentforce Specialist Sample Questions (Q218-Q223):

### NEW QUESTION # 218

At Universal Containers, a sales manager is tackling a tough challenge as several new junior sales reps struggle with objection handling and price negotiations for complex deals. The manager lacks the time to personally guide each sales rep through their specific customer scenarios before their critical meetings. The junior sales reps have asked for a tool that would allow them to practice their pitches by simulating tough conversations and receive personalized feedback that is specific to the commerce opportunity they are working on. Which Salesforce solution should an Agentforce Specialist recommend?

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

**Answer: C**

Explanation:

The AgentForce for Sales Overview defines Sales Coach as the AI-powered solution designed to help sales professionals practice and improve selling skills. The guide describes: "Sales Coach simulates customer interactions, allows reps to role-play objection handling, and provides personalized feedback based on real opportunity data." This directly matches the scenario where sales reps want to practice negotiation and objection handling with scenario-specific feedback.

#### NEW QUESTION # 219

What is the purpose of applying filters in a custom retriever configuration?

- A. Filters automatically encrypt and mask sensitive fields in the search index to ensure that only non-confidential information is retrieved for public queries.
- **B. Filters narrow the search results by applying up to 10 conditions based on fields defined in the search index, thereby enhancing the relevancy of the content returned.**
- C. Filters reformat and aggregate multiple documents into a single summary output to streamline and unify retriever output for more efficient and accurate AI grounding.

**Answer: B**

Explanation:

The AgentForce Retriever Configuration Guide specifies that filters are used to refine and constrain search results within a retriever setup. Filters operate by applying conditions (up to 10) on indexed fields such as document type, category, region, or update date. This targeted filtering ensures that the retrieved data is highly relevant to the current user query or context. For instance, an AgentForce retriever could be configured to include only documents tagged as "Active" or within a specific product line, reducing noise and improving grounding accuracy for the LLM. This mechanism supports precision retrieval, which directly improves both the accuracy and reliability of generated responses.

#### NEW QUESTION # 220

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set. The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set and is present in production. What is the most likely cause of this issue?

- **A. The flow was not manually activated in the production org after the deployment.**
- B. The change set did not include the dependent Apex classes for the flow.
- C. The user in production does not have permission to run the flow.

**Answer: A**

Explanation:

Per the AgentForce Deployment and Flow Integration Guide, when deploying flows via change sets, the flows arrive in the production org in "inactive" status by default. The administrator must manually activate the flow post-deployment before it can be executed by agents or users.

This explains why the agent encounters an error when attempting to run the flow--the system recognizes the flow but cannot invoke it because it remains inactive.

#### NEW QUESTION # 221

An account manager is preparing for an upcoming customer call and wishes to get a snapshot of key data points from accounts, contacts, leads, and opportunities in Salesforce. Which feature provides this?

- **A. Sales Insight Summary**
- B. Work Summaries
- C. Sales Summaries

**Answer: A**

Explanation:

Sales Insight Summary aggregates key data points from multiple Salesforce objects (accounts, contacts, leads, opportunities) into a consolidated view, enabling account managers to quickly access relevant information for customer calls.

### NEW QUESTION # 222

Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?

- A. Agentforce SDR only supports custom objects associated with Accounts.
- B. Agentforce SDR only works on Opportunities.
- C. Agentforce SDR only works with the standard Lead object.

**Answer: C**

Explanation:

Universal Containers (UC) uses a custom object for Leads and plans to implement the Agentforce Sales Development Representative (SDR) Agent. The SDR Agent is a prebuilt, configurable AI agent designed to assist sales teams by qualifying leads and scheduling meetings. Let's evaluate the options based on its functionality and limitations.

### NEW QUESTION # 223

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