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Salesforce Certified Agentforce Specialist Sample Questions (Q194-Q199):

NEW QUESTION # 194

Universal Containers has set up a Service Agent to allow customers to look up their order status.

The topic setup includes:

Name: Order Inquiry

Classification Description: Handles user requests to look up order status, including tracking details and delivery estimates for orders placed within the last 90 days.

Scope: Your job is only to assist authenticated users in looking up the status of their orders placed within the last 90 days. If the order is pending delivery, provide the tracking number and estimated delivery date. Do not handle inquiries for orders older than 90 days.

Which information will be used by the Agentforce reasoning engine to choose this topic?

- A. Topic Name and Classification Description
- B. Topic Name and Scope
- C. Classification Description and Scope

Answer: C

Explanation:

The AgentForce Reasoning Engine Guide explains that the engine relies primarily on the Classification Description and Scope fields to determine which topic best matches the user's intent. The documentation notes: "Classification Description defines the purpose and context of a topic, while Scope provides the operational boundaries for when and how that topic should be triggered. Together, they guide the LLM in selecting the appropriate topic at runtime."

NEW QUESTION # 195

Universal Containers (UC) wants to improve the efficiency of addressing customer questions and reduce agent handling time with AI-generated responses. The agents should be able to leverage their existing knowledge base and identify whether the responses are coming from the large language model (LLM) or from Salesforce Knowledge. Which step should UC take to meet this requirement?

- A. Turn on Service Replies, Service AI Grounding, and Grounding with Knowledge.
- B. Turn on Service AI Grounding and Grounding with Knowledge.
- C. Turn on Service AI Grounding, Grounding with Case, and Service Replies.

Answer: B

Explanation:

To meet Universal Containers' goal of improving efficiency and reducing agent handling time with AI-generated responses, the best approach is to enable Service Replies, Service AI Grounding, and Grounding with Knowledge.

Service Replies generates responses automatically.

Service AI Grounding ensures that the AI is using relevant case data.

Grounding with Knowledge ensures that responses are backed by Salesforce Knowledge articles, allowing agents to identify whether a response is coming from the LLM or Salesforce Knowledge.

NEW QUESTION # 196

Universal Containers needs to create Data Cloud reports to understand agent behavior. Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AI Agent Session
- B. AI Agent Interaction
- C. AI Agent Interaction Message

Answer: A

Explanation:

Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the

relationship to individual messages exchanged during the session."

NEW QUESTION # 197

Universal Containers needs to restrict access to refund processing actions so only customers with Active account status can initiate refunds. How should an Agentforce Specialist apply the restriction deterministically?

- A. Create a context variable for the account status field and apply a conditional filter AccountStatus equals "Active" to refund actions.
- B. Include step-by-step instructions at the topic level and action level explaining the rules and examples.
- C. Create a Flex Prompt Template that has instructions to check for account status.

Answer: A

Explanation:

According to the AgentForce Action Orchestration and Control Logic Guide, deterministic restrictions on action execution should be implemented using context variables and conditional filters.

By creating a context variable (e.g., AccountStatus) that pulls the customer's current status and applying a conditional filter that limits execution to cases where AccountStatus = "Active", the refund action can be programmatically restricted. This ensures the agent can only trigger the refund flow when conditions are met, providing both consistency and governance over sensitive actions.

NEW QUESTION # 198

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC Is now setting up the retriever and notices a required field is missing. How should UC resolve this?

- A. Update the search index to include the desired field.
- B. Modify the retriever's configuration to include the desired field..
- C. Create a new custom Data Cloud object that includes the desired field.

Answer: A

Explanation:

Why is "Update the search index to include the desired field" the correct answer?

When configuring a retriever in Data Cloud for PDF file ingestion, all necessary fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.

Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:

Search Index Controls Which Fields Are Searchable

The search index defines which fields are indexed and accessible to the retriever.

If a field is missing, it must be added to the index before it can be queried.

Ensures Complete and Accurate Data Retrieval

Without indexing, the retriever cannot reference the missing field in AI responses.

Updating the index makes the field available for AI-powered retrieval.

Supports AI-Grounded Responses

Agentforce relies on Retriever-Augmented Generation (RAG) to ground AI responses in searchable Data Cloud content.

Ensuring all relevant fields are indexed improves AI-generated answer accuracy.

NEW QUESTION # 199

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