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Salesforce Certified Agentforce Specialist Sample Questions (Q279-Q284):

NEW QUESTION # 279
What is the importance of Action Instructions when creating a custom Agent action?

- A. Action Instructions tell the large language model (LLM) which action to use.
- B. Action Instructions define the expected user experience of an action.
- C. Action Instructions tell the user how to call this action in a conversation.

Answer: B

Explanation:
In Salesforce Agentforce, custom Agent actions are designed to enable AI-driven agents to perform specific tasks within a conversational context. Action Instructions are a critical component when creating these actions because they define the expected user experience by outlining how the action should behave, what it should accomplish, and how it interacts with the end user. These instructions act as a blueprint for the action's functionality, ensuring that it aligns with the intended outcome and provides a consistent, intuitive experience for users interacting with the agent. For example, if the action is to "schedule a meeting," the Action Instructions might specify the steps (e.g., gather date and time, confirm with the user) and the tone (e.g., professional, concise), shaping the user experience.
Option B: While Action Instructions might indirectly influence how a user invokes an action (e.g., by making it clear what inputs are needed), they are not primarily about telling the user how to call the action in a conversation. That's more related to user training or interface design, not the instructions themselves.
Option C: The large language model (LLM) relies on prompts, parameters, and grounding data to determine which action to execute, not the Action Instructions directly. The instructions guide the action's design, not the LLM's decision-making process at runtime.
Thus, Option A is correct as it emphasizes the role of Action Instructions in defining the user experience, which is foundational to creating effective custom Agent actions in Agentforce.
Salesforce Agentforce Documentation: "Create Custom Agent Actions" (Salesforce Help: https://help.
salesforce.com/s/articleView?id=sf.agentforce_custom_actions.htm&type=5) Trailhead: "Agentforce Basics" module (https://trailhead.salesforce.com/content/learn/modules/agentforce- basics)

NEW QUESTION # 280
An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Event Logs
- B. Plan Canvas
- C. Agent Settings

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting. Let's evaluate the options.
* Option A: Plan CanvasPlan Canvas in Agent Builder visualizes an agent's execution plan for a single interaction, useful for design but not for aggregated troubleshooting data like errors or all interactions, making it incorrect.
* Option B: Agent SettingsAgent Settings configure the agent (e.g., topics, channels), not provide interaction logs or error details. This is for setup, not analysis, making it incorrect.
* Option C: Event LogsEvent Logs in Agentforce (accessible via Setup or Agent Analytics) record all user interactions, including errors, incorrectly triggered actions, and incomplete plans. They provide detailed telemetry (e.g., timestamps, action outcomes) for troubleshooting performance issues, making this the correct answer.
Why Option C is Correct:
Event Logs offer the full scope of interaction data needed for troubleshooting, as per Salesforce documentation.
References:
Salesforce Agentforce Documentation: Agent Analytics > Event Logs- Details interaction and error logging.
Trailhead: Monitor and Optimize Agentforce Agents- Recommends Event Logs for troubleshooting.
Salesforce Help: Agentforce Performance- Confirms logs for diagnostics.

NEW QUESTION # 281
Before activating a custom copilot action, An Agentforce would like is to understand multiple real-world user utterances to ensure the action being selected appropriately.
Which tool should theAgentforce Specialistrecommend?

- A. Einstein Copilot
- B. Model Playground
- C. Copilot Builder

Answer: C

Explanation:
To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool isCopilot Builder. This tool allowsAgentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases.Copilot Builderprovides the ability to test, refine, and improve actions based on real-world utterances.
* Option Cis correct asCopilot Builderis designed for configuring and testing conversational actions.
* Option A(Model Playground) is used for testing models, not user utterances.
* Option B(Einstein Copilot) refers to the conversational interface but isn't the right tool for designing and testing actions.
References:
* Salesforce Copilot Builder Overview:https://help.salesforce.com/s/articleView?id=sf.
einstein_copilot_builder.htm

NEW QUESTION # 282
Universal Containers plans to enhance the customer support team's productivity using AI.
Which specific use case necessitates the use of Prompt Builder?

- A. Creating a draft of a support bulletin post for new product patches
- B. Estimating support ticket volume based on historical data and seasonal trends
- C. Creating an AI-generated customer support agent performance score

Answer: A

Explanation:
The use case that necessitates the use ofPrompt Builderiscreating a draft of a support bulletin postfor new product patches.Prompt Builderallows theAgentforce Specialistto create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.
* Option B(agent performance score) would likely involve predictive modeling, not prompt generation.
* Option C(estimating support ticket volume) would require data analysis and predictive tools, not prompt building.
For more details, refer toSalesforce's Prompt Builder documentationfor generative AI content creation.

NEW QUESTION # 283
Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?

- A. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- B. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.
- C. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles. Let's troubleshoot the issue.
* Option A: The Agentforce Service Agent user is not assigned the correct Agent Type License.
There's no "Agent Type License" in Salesforce-agent functionality is tied to Agentforce licenses (e.g., Service Agent license) and permissions. Licensing affects feature access broadly, but the specific issue of not retrieving Knowledge suggests a permission problem, not a license type, making this incorrect.
* Option B: The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.No "standard Agent Knowledge profile" exists. The Agentforce Service Agent runs under a system user (e.g., "Agentforce Agent User") with a custom profile or permission sets. Profile creation isn't the issue-access permissions are, making this incorrect.
* Option C: The Agentforce Service Agent user was not given the Allow View Knowledge permission set.The Agentforce Service

Agent user requires read access to Knowledge articles to ground responses. The "Allow View Knowledge" permission (typically via the "Salesforce Knowledge User" license or a permission set like "Agentforce Service Permissions") enables this. If missing, the agent can't access Knowledge, even if articles are indexed, causing the reported failure. This is a common setup oversight and the likely issue, making it the correct answer.

Why Option C is Correct:

Lack of Knowledge access permissions for the Agentforce Service Agent user directly prevents retrieval of article content, aligning with the symptoms and Salesforce security requirements.

References:

Salesforce Agentforce Documentation: Service Agent Setup > Permissions- Requires Knowledge access.

Trailhead: Set Up Agentforce Service Agents- Lists "Allow View Knowledge" need.

Salesforce Help: Knowledge in Agentforce- Confirms permission necessity.

NEW QUESTION # 284

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