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Salesforce Certified Agentforce Specialist - Agentforce-Specialist FREE EXAM DUMPS QUESTIONS & ANSWERS

Question 111 ▼

Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- A. Predicting the likelihood of customers churning or discontinuing their relationship with the company.
- B. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- C. Creating a draft newsletter for an upcoming tradeshow.

Hide answers/explanations
Discussion 1

Correct Answer: C Vote an answer

Question 112 ▼

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features. Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

- A. Call Summary

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.
Topic 2	<ul style="list-style-type: none"> • Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.

Topic 3	<ul style="list-style-type: none"> • Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 4	<ul style="list-style-type: none"> • Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.
Topic 5	<ul style="list-style-type: none"> • AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.

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Salesforce Certified Agentforce Specialist Sample Questions (Q196-Q201):

NEW QUESTION # 196

Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions.

Why should UC consider using Agentforce Sales Agent?

- A. To track customer interactions for future analysis
- B. To automate the entire sales process for maximum efficiency
- C. To streamline the sales process and increase conversion rates

Answer: C

Explanation:

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates. It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

Reference:

"Einstein Next Best Action for Sales Teams | Salesforce Trailhead".

NEW QUESTION # 197

An Agentforce has created a copilot custom action using flow as the reference action type. However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting.

What should the Agentforce Specialist do to identify the root cause of the problem?

- A. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.
- B. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.
- C. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.

Answer: A

Explanation:

When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panels is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.

* Option B, confirming selected actions and observing the Input and Output sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.

* Option C, verifying the user utterance and reviewing session event logs, could provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.

Salesforce Agentforce Specialist References: To explore more about dynamic debugging in Copilot Builder, see: https://help.salesforce.com/s/articleView?id=sf.copilot_custom_action_debugging.htm

NEW QUESTION # 198

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?

- A. Live Agent
- B. Route Work Action
- C. Messaging

Answer: C

Explanation:

UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow. Let's identify the correct Service Channel.

* Option A: Messaging In Salesforce, the "Messaging" Service Channel (part of Messaging for In-App and Web or SMS) handles text-based interactions, including SMS. When integrated with Omni-Channel Flow, the "Route Work" action uses this channel to route SMS messages to agents. This aligns with UC's requirement for SMS routing, making it the correct answer.

* Option B: Route Work Action "Route Work" is an action in Omni-Channel Flow, not a Service Channel. It uses a channel (e.g., Messaging) to route work, so this is a component, not the channel itself, making it incorrect.

* Option C: Live Agent "Live Agent" refers to an older chat feature, not the current Messaging framework for SMS. It's outdated and unrelated to SMS routing, making it incorrect.

* Option D: SMS Channel There's no standalone "SMS Channel" in Salesforce Service Channels-SMS is encompassed within the "Messaging" channel. This is a misnomer, making it incorrect.

Why Option A is Correct:

The "Messaging" Service Channel supports SMS routing in Omni-Channel Flow, ensuring proper handoff from the Agentforce Service Agent to a rep, per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Omni-Channel Integration > Messaging - Details SMS in Messaging channel.

Trailhead: Omni-Channel Flow Basics - Confirms Messaging for SMS.

Salesforce Help: Service Channels - Lists Messaging for text-based routing.

NEW QUESTION # 199

Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. The goal is to enhance the team's performance by identifying areas for improvement and competitive intelligence.

Which feature provides insights about competitor mentions and coaching opportunities?

- A. Einstein Sales Insights
- B. Call Explorer
- C. Call Summaries

Answer: B

Explanation:

For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information, Call Explorer is the most suitable feature. Call Explorer, a part of Einstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentions and moments for coaching. These insights are vital for improving sales performance by

providing a clear understanding of the interactions during calls.

* Call Summaries offer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.

* Einstein Sales Insights focuses more on pipeline and forecasting insights rather than call-based analysis.

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Salesforce Einstein Conversation Insights Documentation: https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm

NEW QUESTION # 200

Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models.

What should UC consider when building prompt templates in Prompt Builder?

- A. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.
- **B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.**
- C. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.

Answer: B

Explanation:

UC is using Prompt Builder with standard foundation models (e.g., via Atlas Reasoning Engine). Let's assess best practices for prompt design.

* Option A: Include multiple-choice questions within the prompt to test the LLM's understanding of the context. Prompt templates are designed to generate responses, not to test the LLM with multiple-choice questions. This approach is impractical and not supported by Prompt Builder's purpose, making it incorrect.

* Option B: Ask it to role-play as a character in the prompt template to provide more context to the LLM. A key consideration in Prompt Builder is crafting clear, context-rich prompts. Instructing the LLM to adopt a role (e.g., "Act as a sales expert") enhances context and tailors responses to UC's needs, especially with standard models. This is a documented best practice for improving output relevance, making it the correct answer.

* Option C: Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation. Standard foundation models in Agentforce are pretrained and not user-trainable. Prompt Builder users refine prompts, not the LLM itself, making this incorrect.

Why Option B is Correct:

Role-playing enhances context for standard models, a recommended technique in Prompt Builder for effective outputs, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: Prompt Builder > Best Practices - Recommends role-based context.

Trailhead: Build Prompt Templates in Agentforce - Highlights role-playing for clarity.

Salesforce Help: Prompt Design Tips - Suggests contextual roles.

NEW QUESTION # 201

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