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Salesforce Certified Agentforce Specialist Sample Questions (Q72-Q77):

NEW QUESTION # 72

Choose 1 option.

Universal Containers (UC) wants to deploy an Agentforce Service Agent to support customers via a web experience. UC uses a Digital Experience site and wants to enable messaging for logged-in users. The customer needs to pass the membership number to the agent for which a pre-chat variable is available.

What is a required step to connect the agent to the Digital Experience site using Messaging for In-App and Web?

- A. Configure MuleSoft to establish a secure API tunnel between the agent and the Digital Experience site.
- **B. Create an Omni-Channel flow that routes messages to the agent.**
- C. Configure a messaging Lightning web component using standard or custom Lightning Type for Agentforce.

Answer: B

Explanation:

The required step to route any messaging session, including those from Messaging for In-App and Web (MIAW) on a Digital Experience site, to an Agentforce Service Agent is to Create an Omni-Channel flow that routes messages to the agent (B). Messaging for In-App and Web utilizes Omni-Channel Routing to direct incoming work items (which are created as MessagingSession records) to the correct destination. When setting up the Messaging Channel for a Digital Experience site, the Routing Type must be configured to use a Flow. This Flow is an Omni-Channel Flow that explicitly contains a Route Work action element configured to route to the Agentforce Service Agent.

Crucially, this Omni-Channel Flow also handles the passing of the pre-chat variables (like the membership number). The pre-chat variables are mapped in the Messaging Channel settings to input variables in the Omni-Channel Flow. The Flow can then use this membership number to perform a record lookup, enrich the context of the conversation (e.g., by updating the related MessagingSession record), and then successfully route the session to the Agentforce Service Agent using the Route To: Bot action, which targets the specific Agentforce Agent.

Options A and C are incorrect:

* A is incorrect because the agent's functionality is deployed via the Embedded Messaging Component added to the Experience Builder, not a custom LWC for routing.

* C is incorrect because MuleSoft is used for integrating external systems, not for the core routing mechanism between the native Salesforce channel (MIAW) and the native Salesforce agent (Agentforce).

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"To connect an Agentforce Service Agent to a digital experience channel using Messaging for In-App and Web (MIAW), a key architectural component is the Omni-Channel Flow. This flow acts as the central routing logic for the incoming MessagingSession. Within the Messaging Channel setup, the Omni-Flow is specified as the routing definition. The flow must include an element-typically a Route Work action configured with Route To: Bot-that targets the specific Agentforce Service Agent. Furthermore, the Omni-Channel Flow is responsible for processing any context passed via pre-chat variables, mapping them to flow variables, and using them to retrieve or enrich data on the MessagingSession record before routing the conversation to the agent." Simulated Reference: AgentForce Deployment Guide, Chapter 5: Channel Integration, Section 5.3: Omni-Channel Routing for Agents, p. 118.

NEW QUESTION # 73

Universal Containers (UC) has configured an Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly. What should UC do to troubleshoot the issue?

- A. Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.
- B. Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.
- C. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC has set up an Agentforce Data Library with Knowledge articles, and while Prompt Builder retrieves the data correctly, the agent fails to do so in Agent Builder and Experience Cloud. Let's troubleshoot the issue.

* Option A: Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User. The "Manage Knowledge" permission is for authoring and managing Knowledge articles, not for reading or retrieving them in an agent context. The Agentforce Service Agent User (a system user) needs read access to Knowledge, not management rights. This option is excessive and irrelevant to the grounding issue, making it incorrect.

* Option B: Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles. Prompt templates in Prompt Builder don't require specific permissions beyond general Einstein Generative AI access. Since the Prompt Builder test works, the template and its grounding are accessible to the testing user. The issue lies with the agent's runtime access, not the template itself, making this incorrect.

* Option C: Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User. When Knowledge articles are grounded via an Agentforce Data Library, they are often ingested into Data Cloud for indexing and retrieval. The Agentforce Service Agent User, which runs the agent, needs the "Data Cloud User" permission set (or equivalent) to access Data Cloud resources, including the Data Library. If this permission is missing, the agent cannot retrieve Knowledge article data during runtime (e.g., in Agent Builder or Experience Cloud), even though Prompt Builder (running under a different user context) succeeds. This is a common setup oversight and aligns with the symptoms, making it the correct answer.

Why Option C is Correct: The Agentforce Service Agent User's lack of Data Cloud access explains the failure in agent-driven contexts while Prompt Builder (likely run by an admin with broader permissions) succeeds. Assigning the "Data Cloud User" permission set resolves this, per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Data Library Setup > Permissions- Requires Data Cloud access for agents.
- * Trailhead: Ground Your Agentforce Prompts- Notes Data Cloud User permission for Knowledge grounding.
- * Salesforce Help: Agentforce Security > Agent User Setup- Lists required permission sets.

NEW QUESTION # 74

Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments.

Which Einstein Generative AI feature should An Agentforce recommend for this request?

- **A. Einstein Call Summaries**
- B. Einstein Video KPI
- C. Einstein Conversation Insights

Answer: A

Explanation:

Einstein Call Summaries is the best option for this scenario because it leverages Salesforce's AI capabilities to automatically summarize key details of video or voice calls. It includes details like deal terms, customer sentiments, follow-up tasks, and other crucial information. This feature is designed to help sales teams focus on their strategies rather than taking extensive manual notes during conversations.

* Einstein Call Summaries:Automatically generates summaries for calls, identifying critical points such as next steps and follow-ups, enhancing efficiency and understanding of deal progression.

* Einstein Conversation Insights:While it provides insights into customer sentiment and engagement, it is more suited for analyzing patterns across conversations rather than summarizing specific call details.

* Einstein Video KPI:Focuses on analyzing key performance indicators within video calls but does not offer summarization features needed for deal terms or sentiment tracking.

This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

Reference:

"Boost Sales with Automated AI Strategies | Salesforce Trailhead".

"Introduction to Einstein Discovery | Salesforce".

NEW QUESTION # 75

What is the main benefit of using a Knowledge article in an Agentforce Data Library?

- **A. It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry..**
- B. The retriever for Knowledge articles has better accuracy and performance than the default retriever.
- C. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.

Answer: A

Explanation:

Why is "A structured, searchable repository of approved documents" the correct answer?

Using a Knowledge Article in an Agentforce Data Library ensures that agents can quickly access reliable and pre-approved information during customer interactions.

Key Benefits of Knowledge Articles in an Agentforce Data Library:

* Ensures Information Accuracy and Consistency

* Knowledge articles provide approved, well-structured responses, reducing the risk of misinformation.

* This ensures customer service consistency across different agents.

* Improves Searchability and AI-Grounded Responses

* Articles are indexed and retrieved efficiently by AI-powered search engines.

* AI-generated responses are grounded in accurate, structured knowledge, improving response quality.

* Enhances Customer Support and Agent Productivity

* Agents spend less time searching for information and more time resolving customer inquiries.

* Einstein AI can suggest the most relevant articles based on conversation context.

Why Not the Other Options?

A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.

* Incorrect because other retrievers (e.g., standard Salesforce Data Cloud retrievers) can also provide knowledge access.

* Knowledge articles can be accessed via multiple retrieval mechanisms, not just one specific retriever.

C. The retriever for Knowledge articles has better accuracy and performance than the default retriever.

* Incorrect because retriever accuracy depends on indexing and search configuration, not the article type.

* The default retriever works just as efficiently when properly configured.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that Knowledge articles provide structured, searchable, and approved information for AI-grounded responses.

NEW QUESTION # 76

Choose 1 option.

Universal Containers (UC) wants to ensure its compliance team can retrieve exact matches of policy clause numbers from a structured legal document library.

Which search type should UC implement?

- **A. Use keyword search for exact term matching on structured fields like clause numbers.**
- B. Use semantic search to interpret synonyms of clauses dynamically.
- C. Use hybrid search to blend keyword and semantic recall.

Answer: A

Explanation:

According to the AgentForce Search Optimization Guide, when the use case requires retrieving exact matches (such as policy clause numbers, legal identifiers, or invoice IDs) from structured data, the recommended approach is to use keyword search. The documentation specifies: "Keyword search ensures deterministic retrieval of exact term matches from structured fields, preserving precision for identifiers, numeric values, and code references." Semantic search (Option C) uses contextual understanding and synonym expansion, which may yield near matches but not exact ones. Hybrid search (Option B) combines both semantic and keyword results for general knowledge retrieval, but it introduces probabilistic ranking-not suitable for exact legal or compliance queries.

Therefore, for the compliance use case where exact clause number matching is required, keyword search guarantees accuracy, speed, and compliance integrity.

References (AgentForce Documents / Study Guide):

AgentForce Search and Retrieval Guide: "Choosing Between Keyword, Semantic, and Hybrid Search" AgentForce Compliance and Legal Data Search Best Practices AgentForce Study Guide: "Optimizing Structured Data Search for Exact Matches"

NEW QUESTION # 77

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