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Salesforce Certified Agentforce Specialist Sample Questions (Q258-Q263):

NEW QUESTION # 258
Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities. What is one criterion that Agentforce for Sales uses to match similar opportunities?

- A. Matched opportunities have a status of Closed Won from the last 12 months.
- B. Matched opportunities are limited to the same account.
- C. Matched opportunities were created in the last 12 months.

Answer: A

Explanation:
UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure.

NEW QUESTION # 259

Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues.

CCR wants to implement a triage process 50 that:

- High severity requests must be escalated to a human service rep.
- Lower severity requests should result in creating a support case for

the guest.

The requirement is to achieve the highest reliability and determinism in the response from the agent.

Which approach should an Agentforce Specialist recommend?

- A. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate when severity is high" and "Never create a support case when severity is high".
- B. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".
- C. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = `High', and the "Create Support Case" action runs only when severityLevel != `High'.

Answer: C

Explanation:

The AgentForce Conditional Logic and Triage Design Guide recommends using custom variables and deterministic filters for reliable decision-making in AI agents. The document explains: "For deterministic triage flows, create a variable (e.g., severityLevel) populated by an action or rule.

Then, apply filters so that specific actions execute only when the variable matches defined criteria. This approach guarantees predictable and auditable outcomes." In this case, severityLevel controls whether to escalate to a human rep or create a support case, ensuring no ambiguity in execution.

NEW QUESTION # 260

Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply. How should UC address this issue?

- A. Use the default retriever, as it already searches the entire search index and provides broad coverage.
- B. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.
- C. Modify the search index to only store documents from the last year and remove older records.

Answer: A

Explanation:

UC's support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue.

NEW QUESTION # 261

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

- A. Field Generation prompt template
- B. Sales Email prompt template
- C. Flex Prompt template

Answer: A

Explanation:

Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

Field Generation Prompt Template

Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

NEW QUESTION # 262

Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email. After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

- A. Make Less Formal
- B. Enhance Friendliness
- C. Optimize for Clarity

Answer: A

Explanation:

When Universal Containers uses the Draft with Einstein feature in Sales Cloud to create a personalized email, the predefined adjustment to Make Less Formal is the correct option to revise the draft with a more casual tone. This option adjusts the wording of the draft to sound less formal, making the communication more approachable while still maintaining professionalism.

Enhance Friendliness would make the tone more positive, but not necessarily more casual.

Optimize for Clarity focuses on making the draft clearer but doesn't adjust the tone.

NEW QUESTION # 263

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