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Salesforce Certified Agentforce Specialist Sample Questions (Q177-Q182):

NEW QUESTION # 177

Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates. Which type of flow should UC use?

- A. Template-triggered prompt flow
- B. Unified-object linking flow
- C. Data Cloud-triggered flow

Answer: A

Explanation:

In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects.

Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts.

For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

NEW QUESTION # 178

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. 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".
- B. 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".
- 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 # 179

Cloud Kicks (CK) is launching a new partner portal on Experience Cloud, CK wants to provide partners with an agent that can answer questions about product specifications from the knowledge base and allow them to submit a new Lead for a potential customer they've identified.

The agent must be accessible only to authenticated partner users on the portal. Which agent type is required to meet this scenario?

- A. Sales Agent
- B. **Service Agent**
- C. Commerce Agent

Answer: B

Explanation:

The required agent type is the Service Agent (C). The core function described-answering questions from the knowledge base-is the primary task of a Service Agent, which is designed for self-service support and knowledge article retrieval. Although the requirement also includes the ability to submit a new Lead, Service Agent models are highly configurable to include custom actions, such as a "Create Lead" action, using Agentforce Builder. Furthermore, the Service Agent type is intended to be deployed to external-facing Experience Cloud sites to provide support to external authenticated users, such as partners.

NEW QUESTION # 180

An agent incorrectly updates records when given ambiguous user instructions. What is the BEST mitigation strategy?

- A. Disable automation
- B. Increase the number of skills
- C. Remove update permissions

- D. Improve prompt instructions and constraints

Answer: D

Explanation:

Clear prompt instructions, guardrails, and constraints reduce unintended actions caused by ambiguity.

NEW QUESTION # 181

Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?

- A. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.
- B. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.
- C. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.

Answer: B

Explanation:

The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data.

NEW QUESTION # 182

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