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Salesforce Certified Agentforce Specialist Sample Questions (Q142-Q147):

NEW QUESTION # 142

Coral Cloud Resorts (CCR) wants to configure its agent so that booking actions are only available when a customer's membership tier is "Premium" or "Elite". This business rule must be enforced deterministically. What should CCR implement?

- A. Configure topic instructions that clearly state booking actions should only be used for Premium or Elite customers and include examples.
- B. Set up custom validation rules on the underlying booking objects to prevent non-eligible customers from completing bookings.
- C. Create a context variable mapped to the customer's membership tier field, then add a conditional filter on MembershipTier.

Answer: C

Explanation:

Per the AgentForce Configuration and Control Flow Guide, enforcing deterministic business rules

- such as restricting certain actions based on a data condition-requires using context variables with conditional filters. The guide specifies: "Use context variables mapped to relevant Salesforce fields to store state information. Then apply conditional filters to ensure actions execute only when specific conditions (e.g., membership tier) are met." This ensures the rule is deterministic, meaning the action cannot trigger if the condition is not satisfied.

NEW QUESTION # 143

Universal Containers (UC) is preparing and defining success criteria for Agentforce Testing Center test cases. Which details should UC specify as the expected output to ensure the tests accurately reflect the agent's functionality?

- A. Expected Prompt Template Name
- B. Expected Flow API Name
- C. Expected Topic API Name

Answer: C

Explanation:

According to the AgentForce Testing Center Reference Guide, each test case in the Testing Center should define a clear expected output to validate that the agent selects and executes the correct topic in response to a given user utterance.

The Expected Topic API Name acts as the validation reference -- it ensures that the reasoning engine correctly classifies the user's intent and routes the conversation to the appropriate topic.

This allows the test to confirm end-to-end functionality, from intent detection to action execution.

NEW QUESTION # 144

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 automate the entire sales process for maximum efficiency
- B. To track customer interactions for future analysis
- 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.

NEW QUESTION # 145

Universal Containers has created an Employee Agent. Which step should an Agentforce Specialist take to connect the agent with a Slack channel?

- A. Create a connection between Salesforce and the Slack workspace.
- B. Create an embedded service deployment and connection between Salesforce and the Slack workspace.
- C. Create an Omni-Channel flow and connection between Salesforce and the Slack workspace.

Answer: A

Explanation:

According to the AgentForce for Slack Integration Guide, to connect an Employee Agent (or any internal AgentForce agent) with a Slack channel, the required setup step is to create a connection between Salesforce and the Slack workspace. The documentation specifies: "Before deploying an Employee Agent into Slack, you must establish a secure connection between your Salesforce org and the Slack workspace. This connection enables authentication, permission mapping, and message exchange between the Agent and Slack users." Once the connection is established, the administrator can configure the specific Slack channel where the agent will operate.

NEW QUESTION # 146

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.

NEW QUESTION # 147

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