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## Salesforce Certified Agentforce Specialist Sample Questions (Q274-Q279):

### NEW QUESTION # 274

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management. For security purposes, UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed. Which approach best meets this requirement?

- A. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.
- B. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information,
- C. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.

**Answer: C**

Explanation:

The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable- based control flow. The documentation specifies: 'To maintain

deterministic and secure behavior, define a variable (for example, 'isVerified') that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals 'true.' This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

#### NEW QUESTION # 275

Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing auto launched flow to query the information from Oracle ERP, which is the system of record for the order fulfillment process. How should An Agentforce apply the power of conversational AI to this use case?

- A. Create a Flex prompt template in Prompt Builder.
- B. **Create a custom copilot action which calls a flow.**
- C. Configure the Integration Flow Standard Action in Agent.

#### Answer: B

Explanation:

To enable Universal Containers service agents to query the current fulfillment status of an order using natural language and leverage an existing auto-launched flow that queries Oracle ERP, the best solution is to create a custom copilot action that calls the flow. This action will allow Agent to interact with the flow and retrieve the required order fulfillment information seamlessly. Custom copilot actions can be tailored to call various backend systems or flows in response to user requests.

#### NEW QUESTION # 276

Universal Containers wants to automatically populate the Description field on the Account object.

- A. Sales Email
- B. Flex
- C. **Field Generation**

#### Answer: C

#### NEW QUESTION # 277

Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?

- A. Estimating support ticket volume based on historical data and seasonal trends
- B. **Creating a draft of a support bulletin post for new product patches**
- C. Creating an AI-generated customer support agent performance score

#### Answer: B

Explanation:

The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches. Prompt Builder allows the Agentforce Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.

#### NEW QUESTION # 278

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. 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'`.
  - C. 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".

**Answer: B**

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 # 279

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This chapter covers key concepts in the JavaFX AI-201 Latest Study Plan Scripting language, including what constitutes a script and what constitutes a class, how to declare script and instance Online AI-201 Lab Simulation variables, how to create and modify sequences, and how to control logic flow.

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