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Salesforce Certified Agentforce Specialist Sample Questions (Q229-Q234):

NEW QUESTION # 229

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Agentforce Agents. How should the Agentforce Specialist monitor Agents' usability and the assignment of actions?

- A. Run a report on the Platform Debug Logs.
- B. Run Agent Analytics.
- C. Query the Agent log data using the Metadata API.

Answer: B

Explanation:

Monitoring the usability and action assignments of Agentforce Agents requires insights into how agents perform, how users interact with them, and how actions are executed within conversations. Salesforce provides Agent Analytics (Option C) as a built-in capability specifically designed for this purpose. Agent Analytics offers dashboards and reports that track metrics such as agent response times, user satisfaction, action invocation frequency, and success rates. This tool allows the Agentforce Specialist to assess usability (e.g., are agents meeting user needs?) and monitor action assignments (e.g., which actions are triggered and how often),

providing actionable data to optimize the pilot program.

NEW QUESTION # 230

An Agentforce agent is designed to recommend next steps but NOT execute them automatically.

What is this an example of?

- A. Advisory (copilot-style) agent
- B. Background system agent
- C. Read-only agent
- D. Fully autonomous agent

Answer: A

Explanation:

Advisory agents recommend actions while leaving execution to humans.

NEW QUESTION # 231

What is an Agentforce Specialist able to do when the 'Enrich event logs with conversation data' setting in the Agentforce configuration is enabled?

- A. Generate details reports on all agent conversations over any time period.
- B. View session data including user input and agent responses for sessions.
- C. View the user click path that led to each agent action.

Answer: B

Explanation:

The AgentForce Event and Logging Configuration Guide states that enabling "Enrich event logs with conversation data" allows administrators to capture session-level details, including both user inputs and agent responses. The documentation explains: "When this setting is enabled, conversation transcripts, user messages, and agent responses are appended to the event logs for improved visibility and troubleshooting."

NEW QUESTION # 232

An agent must decide whether to resolve a Case automatically or escalate it to a human. Which design principle BEST supports this behavior?

- A. Hard-coded escalation rules
- B. Human-in-the-loop design
- C. Anonymous execution
- D. Static response templates

Answer: B

Explanation:

Human-in-the-loop design allows the agent to hand off to humans when confidence is low or business rules require approval.

NEW QUESTION # 233

Coral Cloud Resorts is about to start testing its concierge agent with guests. Which metrics should be captured to monitor the performance, correctness, and user experience?

- A. Response times, accuracy and relevance of answers, and resolution success
- B. Response performance, tone, and CSATs
- C. Agent performance, token usage, and conversation duration

Answer: A

Explanation:

According to the AgentForce Monitoring and Evaluation Framework, the three key dimensions for measuring AI agent quality are performance, correctness, and user satisfaction. To accurately monitor these, organizations should track: Response times (to assess system and model latency), Accuracy and relevance of answers (to measure the grounding and reasoning quality), and Resolution success (to confirm task completion or problem-solving effectiveness). These metrics provide a balanced evaluation of both technical efficiency and user experience.

NEW QUESTION # 234

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