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Salesforce Certified Agentforce Specialist Sample Questions (Q62-Q67):

NEW QUESTION # 62

An Agentforce Specialist builds a new Service Agent that uses a custom action built on a flow.

The agent has been tested in a sandbox and is now ready to deploy. What is a key consideration regarding the activation status of the agent in the production environment?

- A. The agent must be manually activated in production, regardless of its status in the sandbox.
- B. The agent will be activated automatically only if the flow is also active.
- C. The agent will automatically be activated upon successful deployment.

Answer: A

Explanation:

According to the AgentForce Deployment and Lifecycle Management Guide, when an agent is deployed from a sandbox to a production environment, activation does not carry over automatically. The documentation clarifies: "Each environment maintains its own activation state.

Agents must be manually activated in production after deployment to ensure controlled rollout and compliance validation."

NEW QUESTION # 63

Universal Containers has a new AI project. What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
- B. The fields for the related list are based on the default page layout of the Account for the current user.
- C. Prompt Builder must be used to assign the fields from the related list as a JSON format.

Answer: A

Explanation:

Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.

Prompt Builder Behavior

Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.

Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.

NEW QUESTION # 64

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 # 65

Universal Containers (UC) needs to improve the agent productivity in replying to customer chats.

Which generative AI feature should help UC address this issue?

- **A. Service Replies**
- B. Case Escalation
- C. Case Summaries

Answer: A

Explanation:

Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.

Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.

Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.

Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

NEW QUESTION # 66

Universal Containers plans to enable Agentforce in Slack so teams can interact with agents directly in Slack channels. Which description represents the key steps required to enable Agentforce in Slack?

- A. Enable the default Slack channel Agentforce, and assign Slack agent access to users.
- B. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps,
- **C. Configure the Slack agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.**

Answer: C

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