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Salesforce Certified Agentforce Specialist Sample Questions (Q289-Q294):

NEW QUESTION # 289
What is true of Agentforce Testing Center?

- A. Running tests does not consume Einstein Requests.
- B. Running tests risks modifying CRM data in a production environment.
- C. Agentforce Testing Center can only be used in a production environment.

Answer: A

Explanation:
The Agentforce Testing Center is a tool in Agentforce Studio for validating agent performance.

NEW QUESTION # 290
An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu. What is causing the problem?

- A. The Prompt Template User permission set was not assigned correctly.
- B. The large language model (LLM) was not configured correctly in Data Cloud.
- C. The Prompt Template Manager permission set was not assigned correctly.

Answer: C

Explanation:
In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

NEW QUESTION # 291
Where should the Agentforce Specialist go to add/update actions assigned to a copilot?

- A. Copilot Detail page, Global Actions, or the record page for the copilot action
- B. Copilot Actions page or Global Actions
- C. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab

Answer: C

Explanation:
To add or update actions assigned to a copilot, An Agentforce can manage this through several areas:
Copilot Actions Page: This is the central location where copilot actions are managed and configured.
Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.
Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.
These areas provide flexibility in managing and updating the actions assigned to Copilot, ensuring that the AI assistant remains aligned with business requirements and processes.

NEW QUESTION # 292
A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agent capability helps the agent accomplish this?

- A. Invoke a flow which makes a call to external data to create a Knowledge article.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

Answer: C

Explanation:
In this scenario, the Agent capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Agent can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow. This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

NEW QUESTION # 293
Universal Containers implemented Agent for its users. One user complains that Agent is not deleting activities from the past 7 days.

What is the reason for this issue?

- A. Agent does not support the Delete Record action.
- B. Agent Delete Record Action permission is not associated to the user.
- C. Agent does not have the permission to delete the user's records.

Answer: A

Explanation:
Agent currently supports various actions like creating and updating records but does not support the Delete Record action.
Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Agent.
Unsupported Action: The inability to delete records is due to the current limitations of Agent's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.
User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Agent itself does not have the capability to execute delete operations.

NEW QUESTION # 294
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