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Salesforce Certified Agentforce Specialist Sample Questions (Q206-Q211):

NEW QUESTION # 206

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?

- A. Reply Recommendations and Sales Summaries
- **B. Service Replies and Case Summaries**
- C. Service Replies and Work Summaries

Answer: B

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.

Service Replies helps agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

NEW QUESTION # 207

Why is starting with a narrowly scoped Agentforce use case considered a best practice?

- A. It avoids the need for prompts
- B. It reduces Salesforce license costs
- C. It eliminates user training
- D. It limits risk and simplifies monitoring

Answer: D

Explanation:

A narrow scope limits unintended behavior and makes monitoring, tuning, and governance easier.

NEW QUESTION # 208

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent.

What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.
- B. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- C. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

Answer: A

Explanation:

Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent. Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality.

NEW QUESTION # 209

The marketing team at Universal Containers is looking for a way to personalize emails based on customer behavior, preferences, and purchase history. Why should the team use Agent as the solution?

- A. To analyze past campaign performance
- B. To generate relevant content when engaging with each customer
- C. To send automated emails to all customers

Answer: B

Explanation:

Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.

NEW QUESTION # 210

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system. Which data grounding technique should the Agentforce Specialist recommend?

- A. External Object Record Merge Fields
- B. External Services Merge Fields
- C. Apex Merge Fields

Answer: A

Explanation:

Context of the Requirement:

Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

Data Grounding in LLM Prompts:

Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

NEW QUESTION # 211

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