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Salesforce Certified Agentforce Specialist Sample Questions (Q248-Q253):

NEW QUESTION # 248

Coral Cloud Resorts (CCR) wants to configure its agent so that booking actions are only available when a customer's membership tier is "Premium" or "Elite". This business rule must be enforced deterministically.

What should CCR implement?

- A. Configure topic instructions that clearly state booking actions should only be used for Premium or Elite customers and include examples.
- B. Create a context variable mapped to the customer's membership tier field, then add a conditional filter on MembershipTier.
- C. Set up custom validation rules on the underlying booking objects to prevent non-eligible customers from completing bookings.

Answer: B

Explanation:

Per the AgentForce Configuration and Control Flow Guide, enforcing deterministic business rules-such as restricting certain actions based on a data condition-requires using context variables with conditional filters. The guide specifies: "Use context variables mapped to relevant Salesforce fields to store state information. Then apply conditional filters to ensure actions execute only when specific conditions (e.g., membership tier) are met." This ensures the rule is deterministic, meaning the action cannot trigger if the condition is not satisfied.

Option A (object validation rules) restricts record creation or updates but does not control AgentForce's action logic. Option B (topic instructions) relies on natural language guidance, which is non-deterministic and can be ignored by the model.

Therefore, Option C-creating a context variable mapped to the membership tier and applying a conditional filter-is the correct, documented approach.

References (AgentForce Documents / Study Guide):

- * AgentForce Implementation Guide: "Conditional Logic Using Context Variables"
- * AgentForce Study Guide: "Deterministic Action Control with Filters"
- * Salesforce Agent Configuration Best Practices

NEW QUESTION # 249

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

* Option A: Create an autolaunched flow and invoke the prompt template using the standard

"Prompt Template" flow action. An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the "Prompt Template" flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface. Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.

* Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but

"template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

* Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action. A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields.

The "Prompt Template" flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen. This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.

Why Option C is Correct: Screen flows are ideal for scenarios requiring user interaction and custom interfaces, as outlined in Salesforce Flow documentation. The "Prompt Template" flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result—all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.

References:

* Salesforce Help: Flow Builder > Prompt Template Action- Describes how to use the "Prompt Template" action in flows to invoke Agentforce prompts.

* Trailhead: Build Flows with Prompt Templates- Highlights screen flows for user-driven AI interactions.

* Agentforce Studio Documentation: Prompt Templates- Explains how prompt templates process input data for summaries.

NEW QUESTION # 250

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

* Semantically search HR policies, compliance guidelines, and company procedures.

* Ensure responses are grounded on published Knowledge.

* Allow Knowledge updates to be reflected immediately without manual reconfiguration. What should UC do to ensure the agent retrieves the right information?

- A. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.
- B. Enable the agent to search all internal records and past customer inquiries.
- C. Manually add policy responses into the AI model to prevent hallucinations.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.

* Option A: Enable the agent to search all internal records and past customer inquiries. Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.

* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval. The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.

* Option C: Manually add policy responses into the AI model to prevent hallucinations. Manually embedding responses into the model isn't feasible—Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.

Why Option B is Correct: The Data Library meets all criteria—semantic search, Knowledge grounding, and instant updates—per Salesforce's recommended approach.

References:

* Salesforce Agentforce Documentation: Data Library > Knowledge Integration- Details indexing and updates.

* Trailhead: Build Agents with Agentforce- Covers Data Library for accurate responses.

* Salesforce Help: Grounding with Knowledge- Confirms real-time sync.

NEW QUESTION # 251

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Summaries
- B. Einstein Reply Recommendations and Case Classification

- C. Einstein Service Replies and Work Summaries

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

* Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

* Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

* Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

* Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

* Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

References:

* Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)

* Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5)

* Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION # 252

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the Agentforce Specialist be aware of?

- A. Rich text area fields are only supported in Flex template types.
- **B. Custom objects are supported only for Flex template types.**
- C. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.

Answer: B

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that users must rely on Flex templates to integrate custom objects into their prompts.

* Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.

* Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.

* Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

NEW QUESTION # 253

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