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Salesforce AI-201 Questions Tips To Pass Exam [2026]

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Salesforce Certified Agentforce Specialist Sample Questions (Q17-Q22):

NEW QUESTION # 17

Universal Containers (UC) wants to make a marketing newsletter and directly use data from five unrelated objects (two standard and three custom) in a prompt template. How should UC accomplish this?

- A. Create a flex template and use the five objects as inputs.
- B. Create a prompt template passing in special custom object that connects the records temporarily.
- C. Create a prompt template-triggered flow to access the data from five objects.

Answer: A

NEW QUESTION # 18

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.

What should An Agentforce recommend?

- A. Use Flow and External Services to bring data from an external LLM.
- B. Use Apex to connect to an external LLM and ground the prompt.
- **C. Use BYO-LLM functionality in Einstein Studio.**

Answer: C

Explanation:

Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.

NEW QUESTION # 19

Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- A. Create Account Plan
- **B. Create Close Plan**
- C. Find Similar Deals

Answer: B

Explanation:

Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals.

NEW QUESTION # 20

Which scenario best illustrates the use of Model Context Protocol (MCP) in an enterprise AI deployment?

- A. A sales agent discovering other agents' capabilities using Agent Cards
- **B. A legal assistant agent using MCP to dynamically find a document classification API to analyze case files**
- C. A customer service agent engaging another agent in real-time conversation to resolve tickets

Answer: B

Explanation:

The Model Context Protocol (MCP) in AgentForce and Salesforce AI architecture enables agents to dynamically discover and connect to external tools or APIs during runtime. The documentation defines it as: "MCP allows LLMs to query registered tool endpoints and retrieve their schemas, enabling dynamic tool discovery and invocation in enterprise AI environments."

NEW QUESTION # 21

Universal Containers wants to assign agents to improve department efficiency. Which configuration ensures the right tasks are handled by the right agents?

- **A. SDR Agent for lead qualification, Service Agent for support tickets, Employee Agent for HR requests**
- B. One Service Agent to efficiently handle each of these scenarios, which reduces the number of agent types needed for support
- C. Sales Coach Agent for lead and service Agent for HR requests, and Support tickets to ensure cases are available

Answer: A

Explanation:

According to the AgentForce Product Overview and Deployment Guide, Salesforce recommends using purpose-built agents to maximize efficiency across departments. The documentation states:

"Each AgentForce agent type is optimized for a specific function - SDR Agent for sales development and lead nurturing, Service Agent for customer service and support cases, and Employee Agent for internal HR, IT, and productivity tasks." This separation ensures that each team benefits from a domain-specific agent equipped with the correct data access and actions.

