

AI-201 Test Registration - Quiz AI-201 Salesforce Certified Agentforce Specialist First-grade Exam Revision Plan



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Salesforce Certified Agentforce Specialist Sample Questions (Q42-Q47):

NEW QUESTION # 42

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?

- A. Route Work Action
- B. Messaging
- C. Live Agent

Answer: B

Explanation:

UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow.

NEW QUESTION # 43

Universal Containers needs to create Data Cloud reports to understand agent behavior. Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AIAgentInteraction
- **B. AIAgentSession**
- C. AIAgentInteractionMessage

Answer: B

Explanation:

Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the relationship to individual messages exchanged during the session."

NEW QUESTION # 44

Universal Containers has created an Employee Agent. Which step should an Agentforce Specialist take to connect the agent with a Slack channel?

- A. Create an embedded service deployment and connection between Salesforce and the Slack workspace.
- B. Create an Omni-Channel flow and connection between Salesforce and the Slack workspace.
- **C. Create a connection between Salesforce and the Slack workspace.**

Answer: C

Explanation:

According to the AgentForce for Slack Integration Guide, to connect an Employee Agent (or any internal AgentForce agent) with a Slack channel, the required setup step is to create a connection between Salesforce and the Slack workspace. The documentation specifies: "Before deploying an Employee Agent into Slack, you must establish a secure connection between your Salesforce org and the Slack workspace. This connection enables authentication, permission mapping, and message exchange between the Agent and Slack users." Once the connection is established, the administrator can configure the specific Slack channel where the agent will operate.

NEW QUESTION # 45

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio. Which use case works for this scenario?

- A. Predict most popular products from new product catalog.
- B. Predict customer sentiment toward a promotion message.
- **C. Predict customer lifetime value of an account.**

Answer: C

Explanation:

For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.

NEW QUESTION # 46

A business stakeholder wants to use AI to generate a summary based on Data Cloud data. Which method(s) should the stakeholder use to access Data Cloud data from Prompt Builder?

- A. Using only external APIs to import Data Cloud data into Prompt Builder
- B. Accessing data model objects (DMQs) directly in Flex templates, using Data Cloud related lists, and fetching Data Cloud

data using prompt-initiated flows

- C. Using Data Cloud related lists and fetching Data Cloud data using prompt-initiated flows

Answer: C

Explanation:

The Prompt Builder and Data Cloud Integration Guide explains that Data Cloud information can be accessed directly through Data Cloud related lists or prompt-initiated flows, which fetch relevant data dynamically. The documentation states: "Prompt Builder supports retrieving Data Cloud data using related lists for contextual grounding or invoking flows that query Data Cloud objects at runtime. This enables AI prompts to generate summaries, recommendations, or insights directly from unified customer profiles."

NEW QUESTION # 47

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