

# Quiz AI-201 - Salesforce Certified Agentforce Specialist Newest Valid Exam Pdf



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## Salesforce Certified Agentforce Specialist Sample Questions (Q299-Q304):

### NEW QUESTION # 299

Universal Containers (UC) is tracking web activities in Data Cloud for a unified contact, and wants to use that in a prompt template to help extract insights from the data. Assuming that the Contact object is one of the objects associated with the prompt template, what is a valid way for DC to do this?

- A. Call the prompt directly from Data Cloud with a web tracing activity included in the prompt definition.
- B. Create a prompt template that takes a list of all Data Cloud activity records as input to pass to the large language model (LLM).
- C. Add the activity records as an enrichment related list to the Contact then pass the Contact into a prompt template workspace using related list grounding.

**Answer: C**

**Explanation:**

To integrate web activity data from Data Cloud into a prompt template, the correct approach is to enrich the Contact object with the activity records as a related list and use related list grounding (Option B). Here's why:

Data Cloud Integration: Data Cloud unifies web activity data and associates it with the unified Contact record. By adding these activities as a related list to the Contact, the data becomes accessible to the prompt template.

Prompt Template Grounding: Salesforce prompt templates support grounding on related records.

When the Contact is passed to the prompt template, the template can reference the related web activity records (via the related list) to extract insights.

Structured Data Handling: This method aligns with Salesforce best practices for grounding, ensuring the large language model (LLM) receives structured, context-rich data without overwhelming it with raw activity lists.

### NEW QUESTION # 300

An Agentforce is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform. What is the correct method for the Agentforce Specialist to assign actions to an Agent?

- **A. Assign the action to a Topic First in Agent Builder.**
- B. Assign the action to a Topic first on the Agent Actions detail page.
- C. Assign the action to a Topic first on Action Builder.

**Answer: A**

Explanation:

In the Salesforce Agentforce Platform, assigning actions to Agents requires mapping them through Topics in Agent Builder. Topics act as the container that links an Agent's conversational intent with the specific actions it can perform. By first assigning an action to a Topic in Agent Builder, the Agentforce Specialist ensures that the Agent knows when and how to trigger the action during the business process flow.

### NEW QUESTION # 301

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

**Answer: B**

Explanation:

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

### NEW QUESTION # 302

Coral Cloud Resorts needs to ensure its booking agent executes actions in a specific sequence:

first retrieve available sessions, then verify customer eligibility, and finally create the booking. The current implementation allows the large language model (LLM) to execute these actions in any order, causing booking failures. Which approach should an AgentForce Specialist implement?

- A. Configure topic, classification description, and action instructions with priority levels and sequence indicators to guide the reasoning engine in selecting the correct action order automatically.
- B. Write comprehensive topic instructions detailing the exact sequence of actions using numbered steps and explicit ordering requirements for the reasoning engine to follow during booking workflows.
- **C. Create custom variables that store completion status for each step, then implement conditional filters on subsequent actions requiring previous variables to be populated, ensuring deterministic execution order.**

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the AgentForce Orchestration and Action Sequencing Guidelines in the official documentation, deterministic execution order is best achieved by using custom state variables and conditional logic rather than relying solely on LLM reasoning or topic instructions.

AgentForce's orchestration framework allows developers to define variables that represent the successful completion of specific actions (e.g., "sessionsRetrieved," "eligibilityVerified," etc.).

Subsequent actions can then include conditional filters that only allow execution if prior steps have been completed. This approach

ensures that actions execute in a strict, logical sequence - preventing the LLM from reordering steps arbitrarily.

### NEW QUESTION # 303

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. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- C. 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.

**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 # 304

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