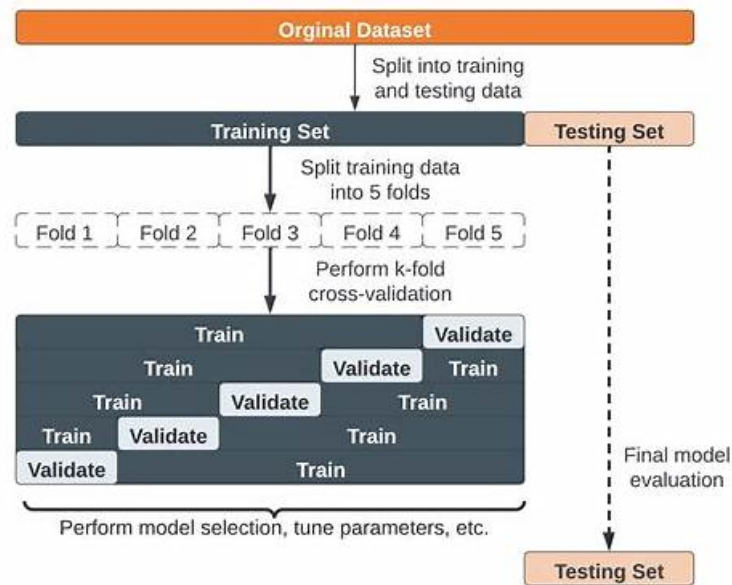# AI-201 Valid Test Forum | AI-201 Free Test Questions

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Salesforce Certified Agentforce Specialist Sample Questions (Q87-Q92):

NEW QUESTION # 87
How does an Agent respond when it can't understand the request or find any requested information?

- A. With a preconfigured message, based on the action type.
- B. With a general message asking the user to rephrase the request.
- C. With a generated error message.

Answer: B

Explanation:
Agentforce Agents are designed to handle situations where they cannot interpret a request or retrieve requested data gracefully.

NEW QUESTION # 88

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow. How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Invocable Apex
- B. Einstein for Flow
- C. Flow Action

Answer: B

Explanation:

Universal Container (UC) has used prompt templates to update summary fields on record pages.
Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

NEW QUESTION # 89

Universal Containers (UC) is setting up a new Agentforce Service Agent. The company has sensitive medical product research stored internally and wants to ensure the agent cannot access it. What should UC da?

- A. Disable the Agentforce Service Agent's ability to use any Salesforce custom object or related fields.
- B. Follow the principle of least privilege and avoid granting permission to view the Medical Product object or related
- C. Assign the Agentforce Service Agent user the lowest possible role in the organization's hierarchy to block access.

Answer: B

Explanation:

The AgentForce Security and Access Control Best Practices Guide emphasizes the principle of least privilege, which means granting each agent only the permissions strictly necessary to perform its defined tasks.
To prevent unauthorized access to sensitive data such as medical research, administrators should exclude permissions for the Medical Product object and related records from the AgentForce Service Agent's permission set group. This approach ensures that even if the reasoning engine processes a related query, it cannot retrieve or expose data it lacks access to.

NEW QUESTION # 90

An Agentforce is setting up a new org and needs to ensure that users can create and execute prompt templates. The Agentforce Specialist is unsure which roles are necessary for these tasks.
Which permission sets should the Agentforce Specialist assign to users who need to create and execute prompt templates?

- A. Data Cloud Admin for creating templates and Prompt Template User for executing templates
- B. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates
- C. Prompt Template Manager for creating templates and Prompt Template User for executing templates

Answer: C

Explanation:

To effectively manage and use prompt templates, two distinct permission sets are required:
Prompt Template Manager: This permission set allows users to create prompt templates. It provides the necessary access to define templates, which can be shared and utilized across the organization.
Prompt Template User: This permission set is designed for users who need to execute the templates. It provides the ability to interact with pre-designed prompts and generate outcomes based on these templates.
The Data Cloud Admin permission set is not directly relevant to creating or executing prompt templates but is more focused on managing the Data Cloud.

NEW QUESTION # 91

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management. For security purposes, UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed. Which approach

best meets this requirement?

- A. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.
- B. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.
- C. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information,

Answer: B

Explanation:
The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable-based control flow. The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example, `isVerified`) that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals `true`." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

NEW QUESTION # 92

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