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## Pass Guaranteed Quiz Salesforce - AI-201 - Salesforce Certified Agentforce Specialist High Hit-Rate Top Dumps

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## Salesforce Certified Agentforce Specialist Sample Questions (Q126-Q131):

### NEW QUESTION # 126

Universal Containers (UC) has registered an external service and created a template-triggered prompt flow that invokes the external service to fetch data from a REST API. UC now needs to make the response data from the external service usable inside a prompt template as a merge field when the template runs. How should UC meet this requirement?

- A. Use the 'Add Prompt Instructions' flow element.
- **B. Use External Service Record merge fields.**
- C. Convert the JSON to an XML merge field.

**Answer: B**

Explanation:

As outlined in the AgentForce External Services and Prompt Flow Integration Guide, when data is retrieved from a registered external service via REST API, the response payload is stored as External Service Records. These records can then be referenced dynamically within prompt templates through External Service Record merge fields.

This approach allows the large language model (LLM) to use the fetched data as contextual grounding during prompt execution, ensuring that generated responses are accurate and consistent with the latest API results.

### NEW QUESTION # 127

What is the primary function of the reasoning engine in Agentforce?

- A. Offering real-time natural language response during conversations
- **B. Identifying agent topics and actions to respond to user utterances**
- C. Generating record queries based on conversation history

**Answer: B**

Explanation:

Why is "Identifying agent topics and actions to respond to user utterances" the correct answer?

In Agentforce, the reasoning engine plays a critical role in interpreting user queries and determining the appropriate agent response.

Key Functions of the Reasoning Engine in Agentforce:

Analyzing User Intent

The reasoning engine interprets the meaning behind natural language user inputs.

It maps user utterances to predefined topics to determine the correct AI-generated response.

Selecting the Appropriate Agent Action

The engine evaluates available actions and selects the best response based on the detected topic.

For example, if a user asks, "What is my current account balance?", the reasoning engine:

Identifies the topic: "Account Information"

Chooses the correct action: "Retrieve account balance"

Executes the action and returns the response

Ensuring AI Accuracy and Context Awareness

The reasoning engine grounds AI-generated responses in relevant Salesforce data, ensuring accurate outputs.

### NEW QUESTION # 128

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- **A. Identify the best matching topic and actions and correct order of execution.**
- B. Find similar requested topics and provide the actions that need to be executed.
- C. Determine a user's topic access and sort actions by priority to be executed.

**Answer: A**

Explanation:

In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions.

### NEW QUESTION # 129

Universal Containers wants to incorporate CRM data as well-formatted JSON in a prompt to a large language model (LLM). What is an important consideration for this requirement?

- A. JSON format should be enabled in Prompt Builder Settings.
- **B. Apex code can be used to return a JSON formatted merge field.**
- C. "CRM data to JSON" checkbox must be selected when creating a prompt template.

**Answer: B**

Explanation:

Universal Containers (UC) wants to send well-formatted JSON data in a prompt to a large language model (LLM). The question is about an important technical or design consideration for including CRM data as JSON in that prompt.

### NEW QUESTION # 130

An Agentforce Specialist is assisting Universal Containers with troubleshooting an agent. The Agentforce Specialist notices that the agent is not using topic actions in the desired sequence, causing inconsistent outcomes. Which technique should the Agentforce Specialist recommend to ensure deterministic control over the order in which actions are executed?

- A. Specify the large language model (LLM) provider and version.
- **B. Specify the order of actions.**
- C. Specify custom variables and filters.

**Answer: B**

Explanation:

The AgentForce Action Sequencing and Deterministic Flow Guide explains that to ensure actions are executed in a specific and predictable order, administrators must explicitly define the order of actions in the topic setup. The documentation states: "To achieve deterministic control, sequence the topic's actions in the desired order of execution. This ensures that dependent actions, such as data retrieval followed by record creation, execute consistently and predictably."

### NEW QUESTION # 131

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