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There is no doubt that we all dream of working for top companies around the globe. Some people make it through but some keep on thinking about how to break that glass. If you are among those who belong to the latter category, you should start the preparations for the Salesforce Certified Agentforce Specialist (AI-201) certification exam to improve your knowledge, expertise and crack even the toughest interview easily.

Salesforce Certified Agentforce Specialist Sample Questions (Q200-Q205):

NEW QUESTION # 200

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

- A. Create a prompt template passing in a special custom object that connects the records temporarily.
- B. Create a prompt template-triggered flow to access the data from standard and custom objects.
- **C. Create a Flex template to add resources with standard and custom objects as inputs.**
- D. Use a Record Snapshot to combine data from unrelated objects into a single prompt.

Answer: C

Explanation:

UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal.

NEW QUESTION # 201

An Agentforce is creating a custom action in Agent. Which option is available for the Agentforce Specialist to choose for the custom copilot action?

- A. Apex trigger

- B. Flows
- C. SOQL

Answer: B

Explanation:

When creating a custom action in Agent, one of the available options is to use Flows. Flows are a powerful automation tool in Salesforce, allowing the Agentforce Specialist to define custom logic and actions within the Copilot system. This makes it easy to extend Copilot's functionality without needing custom code.

While Apex triggers and SOQL are important Salesforce tools, Flows are the recommended method for creating custom actions within Agent because they are declarative and highly adaptable.

NEW QUESTION # 202

Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters. What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

- A. Use Model Playground to create a model configuration with the specified parameters.
- B. Manually add the hyperparameters to the new template.
- C. Revert to using the standard template without modifications.

Answer: B

Explanation:

When Universal Containers creates a new Sales Email prompt template using the "Save As" function, missing hyperparameters can result in different outputs. To ensure the new prompt produces comparable results to the standard Sales Email prompt, the Agentforce Specialist should manually add the necessary hyperparameters to the new template.

Hyperparameters like Temperature, Frequency Penalty, and Presence Penalty directly affect how the AI generates responses.

Ensuring that these are consistent with the standard template will result in similar outputs.

NEW QUESTION # 203

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base. Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Service Replies for Email
- C. Einstein Generative Service Replies for Email

Answer: B

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

NEW QUESTION # 204

After creating a foundation model in Einstein Studio, which hyperparameter should An Agentforce use to adjust the balance between consistency and randomness of a response?

- A. Presence Penalty
- B. Temperature
- C. Variability

Answer: B

Explanation:

High Temperature (e.g., 1.0): More creative, varied responses.

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