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## Reliable AI-201 Exam Simulations | AI-201 Certification Practice

Windows, Mac, iOS, Android, and Linux support this AI-201 practice exam. The desktop Salesforce Certified Agentforce Specialist (AI-201) practice test software is similar to the web-based AI-201 format as far as its features are concerned. But it works offline only on the Windows operating system. The offline AI-201 Practice Exam can be taken easily just by just installing the software on your Windows laptop or computer. All three Salesforce Certified Agentforce Specialist (AI-201) formats of GuideTorrent are according to the latest content of the Salesforce AI-201 examination.

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

### NEW QUESTION # 200

Universal Containers is indexing millions of product manuals where users may ask both structured queries (model numbers) and natural language questions (for example, "How do I reset my device?"). Which retrieval approach should the company use?

- A. Use keyword search only, since model numbers dominate queries.
- **B. Use hybrid search to combine keyword precision with semantic flexibility.**
- C. Use semantic search only, as natural language is always preferred.

**Answer: B**

Explanation:

According to the AgentForce Retrieval Optimization Guide, when users ask both structured (exact) and unstructured (natural language) questions, the best practice is to use hybrid search.

The documentation states:

"Hybrid search combines the precision of keyword retrieval for structured terms, such as IDs or model numbers, with the semantic flexibility of vector search for natural language queries. This approach ensures both deterministic accuracy and contextual

understanding."

#### NEW QUESTION # 201

Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"?

- A. Draft Survey Request Email
- B. Sentiment Analysis and Emotion Detection
- C. Issue and Revolution

**Answer: C**

Explanation:

Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context without reviewing the full transcript.

#### NEW QUESTION # 202

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 Action Builder.
- C. Assign the action to a Topic first on the Agent Actions detail page.

**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 # 203

Universal Containers (UC) needs to create a custom prompt template that can be called from a Lightning web component. Which prompt template type should UC create?

- A. Sales Email
- B. Flex
- C. Field Generation

**Answer: B**

Explanation:

The AgentForce Developer Integration Guide specifies that Flex prompt templates are the correct type for custom or embedded integrations, such as invoking a prompt from a Lightning Web Component (LWC).

Flex templates are designed for general-purpose use cases and can be called programmatically via Apex, Flow, or LWC APIs.

They offer flexible input and output structures, allowing developers to integrate AgentForce reasoning into custom applications and UI components.

#### NEW QUESTION # 204

Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer support reps and has started to assign some of the ongoing cases to newer reps. Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

- A. Agent

- **B. Einstein Work Summaries**
- C. Einstein Sales Summaries

**Answer: B**

Explanation:

New customer support reps at Universal Containers can use Einstein Work Summaries to quickly understand the details of a case without reading through each case comment. Work Summaries leverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.

Agent can assist with a variety of tasks but is not specifically designed for summarizing case details.

Einstein Sales Summaries are focused on summarizing sales-related activities, which is not applicable for support cases.

## NEW QUESTION # 205

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