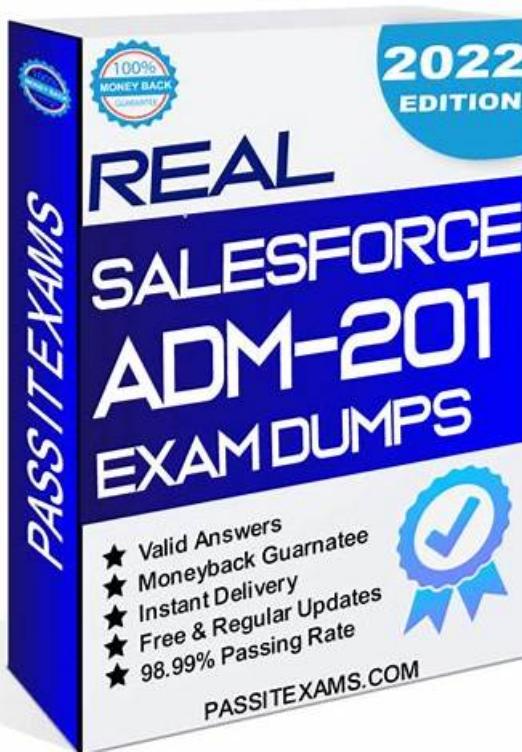# Salesforce AI-201 Exam Dumps-Shortcut To Success [2026]

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Salesforce Certified Agentforce Specialist Sample Questions (Q76-Q81):

NEW QUESTION # 76
Universal Containers has created an Employee Agent. Which step should an Agentforce Specialist take to connect the agent with a Slack channel?

- A. Create a connection between Salesforce and the Slack workspace.
- B. Create an embedded service deployment and connection between Salesforce and the Slack workspace.
- C. Create an Omni-Channel flow and connection between Salesforce and the Slack workspace.

Answer: A

Explanation:
According to the AgentForce for Slack Integration Guide, to connect an Employee Agent (or any internal AgentForce agent) with a Slack channel, the required setup step is to create a connection between Salesforce and the Slack workspace. The documentation specifies: "Before deploying an Employee Agent into Slack, you must establish a secure connection between your Salesforce org and the Slack workspace. This connection enables authentication, permission mapping, and message exchange between the Agent and Slack users." Once the connection is established, the administrator can configure the specific Slack channel where the agent will operate.

NEW QUESTION # 77
What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The profiles exempt from masking
- B. The privacy data entities to be masked
- C. The encryption keys for masking

Answer: B

Explanation:
In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.
Data Masking Configuration:
The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.
This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

NEW QUESTION # 78
Universal Containers (UC) is preparing to use the Agentforce Testing Center to ensure the reliability of a new agent. UC has a CSV file with test cases and is reviewing the documentation to understand best practices and limitations. Which best practice should the company follow to avoid modifying CRM data while running tests in the Testing Center?

- A. Limit the number of test cases to 50 per test to minimize data changes.
- B. Use the Testing Center only in the sandbox environment.
- C. Run tests in the production environment to ensure real-time data accuracy.

Answer: B

Explanation:
According to the AgentForce Testing and Validation Guidelines, all automated or large-scale test runs in Testing Center should be executed in a sandbox environment to prevent any unintended modifications to live CRM data.
Running tests in production can trigger record updates, create cases, or call actions that alter live data, violating best practice standards for safe validation. Testing in a sandbox ensures the environment mirrors production logic while maintaining data isolation.

NEW QUESTION # 79
An Agentforce is creating a custom action for Agentforce. Which setting should the a ensure the action performs as expected?

- A. Action Name
- B. Action Instructions
- C. Action Input

Answer: B

Explanation:
When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

NEW QUESTION # 80

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- A. Email addresses associated with the object are excluded.
- B. Activities such as tasks and events are excluded.
- C. Empty data, such as fields without values or sections without limits, is filtered out.

Answer: B

Explanation:
Record Snapshots grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses. However, there are specific limitations to consider. Let's analyze each option based on official documentation.

NEW QUESTION # 81

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