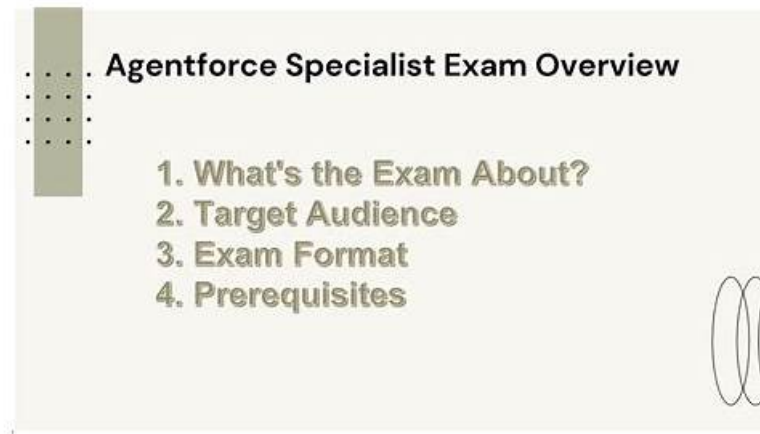


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## Salesforce Certified Agentforce Specialist (AI-201) Sample Questions (Q108-Q113):

### NEW QUESTION # 108

A company built a custom Apex action invoked by an Employee Agent to fetch data from an external API. The callout method uses the current user's Salesforce session ID to authenticate the callout. The external callout works perfectly in the UI, but silently fails when the agent triggers it. What is the architectural best practice to fix this?

- A. Ensure the Employee Agent is assigned the Agentforce Service Agent User permission set group.
- B. Explicitly extend the Apex class security to the logged-in user's profile.
- C. Replace the session ID retrieval with a Named Credential.

Answer: C

Explanation:

The correct answer is C because external API authentication should not depend on the current user's UI session ID. Agent execution contexts can differ from interactive UI contexts, so session-based authentication is brittle and can fail silently or violate security expectations. A Named Credential centralizes the endpoint URL and authentication parameters, allowing Salesforce to manage secure callout authentication consistently. Option A does not solve the authentication architecture problem; profile access affects Apex execution permissions, not external API credential management. Option B is also wrong because an Employee Agent is not fixed by assigning a Service Agent permission set group, and permissions alone do not authenticate the external system. Salesforce Apex callout documentation states that a named credential specifies the callout endpoint and required authentication parameters in one definition.

### NEW QUESTION # 109

An Agentforce is considering using a Field Generation prompt template type.

What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the org is set to API version 59 or higher
- B. That the field chosen must be a rich text field with 255 characters or more.
- C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

**Answer: A**

Explanation:

Before creating a Field Generation prompt template, the Agentforce Specialist must ensure that the Salesforce org is set to API version 59 or higher. This version of the API introduces support for advanced generative AI features, such as enabling fields for generative AI outputs. This is a critical technical requirement for the Field Generation prompt template to function correctly.

\* Option A (rich text field requirement) is not necessary for generative AI functionality.

\* Option C (Dynamic Forms) does not impact the ability of a field to be generative AI-enabled, although it might enhance the user interface.

For more information, refer to Salesforce documentation on API versioning and Field Generation templates.

### NEW QUESTION # 110

A company wants to retrieve patient history details to augment the AI agent response and plans to use the Data Cloud search index feature. What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- A. Depend on the agent's prompt to avoid exposing PII
- B. Mask sensitive fields and index only non-PII data
- C. Encrypt embeddings, but still index PII records

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The best practices guide for AgentForce and RAG emphasises that when using unstructured data and search indexes for grounded responses, you must consider privacy, security and data sensitivity. It mentions that search indexes should be curated, fields selected, and vectorised only where appropriate. Masking sensitive data and limiting index to non-PII or aggregated forms is aligned to compliance and governance. Relying purely on prompt logic (option B) is unsafe; encrypting embeddings but still indexing raw PII (option C) still poses risk. Hence the correct and safe practice is option A.

### NEW QUESTION # 111

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- A. Flex, and that Dynamic Fields is enabled
- B. Field Generation, and that Dynamic Fields is enabled
- C. Field Generation, and that Dynamic Forms is enabled

**Answer: B**

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC's requirement. Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.

The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn't adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.

\* Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and auditability with the Trust Layer.

\* Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated. Dynamic Forms is a UI feature for customizing page layouts, not a prompt template setting, making this option incorrect.

\* Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC's stated goal.

Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC's scenario with the Einstein Trust Layer.

**References:**

\* Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help:[https://help.salesforce.com/s/articleView?id=sf.agentforce\\_prompt\\_templates.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5))

\* Salesforce Einstein Trust Layer Documentation: "Monitor AI with Trust Layer" ([https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5))

\* Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

**NEW QUESTION # 112**

The Agentforce Specialist for Coral Cloud Resorts wants to create an agent that will automate the resolution of a large portion of guest complaints related to their vacation experiences. The agent will be able to offer upgrades, hotel credit, and other complimentary options. The agent will also be in charge of escalating the case to a human when a guest has suffered a major disruption (such as cancellation).

Following Salesforce best practices, which type of agent should the Agentforce Specialist create?

- **A. Service Agent with a Flex prompt template**
- B. Sales A Agent with a Flex prompt template
- C. Custom Agent with a Flex prompt template

**Answer: A**

**Explanation:**

The AgentForce for Service Implementation Guide confirms that when automating customer service and complaint resolution, the correct solution is a Service Agent. The documentation states:

"Service Agents handle customer inquiries, complaints, and issue resolution workflows. They can automate actions such as offering credits, applying upgrades, and escalating severe cases to human support." Flex prompt templates are recommended for these scenarios, as they allow contextual control and personalization based on the complaint details.

Option A (Sales Agent) focuses on sales-related tasks like lead nurturing.

Option B (Custom Agent) could work but lacks the pre-built integrations and actions designed for service workflows.

Thus, Option C aligns with Salesforce's best-practice model for customer issue automation.

References (AgentForce Documents / Study Guide):

\* AgentForce for Service Guide: "Automating Complaint Resolution"

\* AgentForce Prompt Template Handbook: "Using Flex Templates in Service Workflows"

\* AgentForce Study Guide: "Deploying Service Agents for Escalation and Resolution Scenarios"

**NEW QUESTION # 113**

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