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Laptops, smartphones, and tablets are appropriate devices to access PDF Questions for LatestCram. Therefore, you can open this PDF file and go through real Salesforce Certified Agentforce Specialist (AI-201) (Agentforce-Specialist) exam questions from any comfort zone. This version of actual Agentforce-Specialist exam dumps is portable, latest, and regularly upgrades this document according to tweaks in sections of the actual Agentforce-Specialist Exam Questions. The Desktop and web-based practice software is available to attempt Salesforce Certified Agentforce Specialist (AI-201) (Agentforce-Specialist) practice exam of LatestCram for self-assessment.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.
Topic 2	• Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 3	• Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 4	• Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.
Topic 5	• AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.

Use Salesforce Agentforce-Specialist Questions - Best Strategy To Beat The Exam Stress

We often ask, what is the purpose of learning? Why should we study? Why did you study for Agentforce-Specialist exam so long? As many people think that, even if one day we forget the formula for the area of a triangle, we can still live very well, but if it were not for the knowledge of learning Agentforce-Specialist Exam and try to obtain certification, how can we have the opportunity to good to future life? So, the examination is necessary, only to get the test Agentforce-Specialist certification, get a certificate, to prove better us, to pave the way for our future life.

Salesforce Certified Agentforce Specialist (AI-201) Sample Questions (Q89-Q94):

NEW QUESTION # 89

Universal Containers' Agentforce Specialist suspects the Service Agent is systematically misclassifying billing dispute intents under a general inquiry topic, causing incorrect actions to execute. The administrator needs to identify this pattern across sessions without reviewing individual transcripts.

What should the specialist recommend?

- A. Enable Session Tracing in Agentforce Observability and query the Data 360 Session Tracing Data Model directly
- B. Upload a representative set of billing dispute utterances to the Agentforce Testing Center and run a batch test comparing expected versus actual topic classifications to identify the scope of the misclassification pattern across production intents
- C. Use Agent Optimization in Agentforce Studio, which segments production sessions into moments and generates system intent clusters weekly from cross-session analysis

Answer: C

Explanation:

The correct answer is B because the requirement is to discover a recurring misclassification pattern across production sessions without manually reading transcripts. Agent Optimization is built for this observability use case. It extends session tracing capabilities with additional data structures that track session moments and user intent, allowing teams to understand intent clusters and recurring behavior patterns. Option A is too manual because querying raw session tracing data still requires analysis work and does not directly provide clustered intent insights. Option C is useful for predeployment or regression testing, but it does not analyze actual production sessions unless the test set already reflects the live problem. Salesforce documentation describes Agent Optimization as tracking session moments and user intent through additional DLOs and DMOs.

NEW QUESTION # 90

Universal Containers recently deployed a customer service agent to handle common inquiries. After a month of usage, the support manager wants to analyze the agent's performance. They need to view aggregated metrics such as the escalation rate to human agents, average session duration, and which topics have the lowest resolution scores so they can prioritize which agent actions need optimization.

Which native Salesforce capability should the Agentforce Specialist use to provide these insights and guide the optimization strategy?

- A. The Salesforce Optimization report, scheduling a monthly scan to identify deprecated subagents and unused agent actions across the org.
- B. Agentforce Observability, leveraging Agent Analytics dashboards and the Session Tracing Data Model to review aggregate performance and drill into specific underperforming interactions.
- C. The Einstein Trust Layer Audit Trail, exporting the raw JSON logs to measure the token usage and temperature settings of every user session.

Answer: B

Explanation:

The correct answer is A. The requirement is operational observability: escalation rate, session duration, topic effectiveness, and the ability to prioritize underperforming agent actions. Agentforce Observability is the native Salesforce area for this because it includes

Agent Analytics for aggregate performance metrics and session-level data for deeper investigation. Option B is wrong because the Einstein Trust Layer Audit Trail is primarily governance and audit data around AI interactions, not a service operations dashboard for resolution scoring and action optimization. Option C is not a standard Salesforce capability for these Agentforce metrics. For a live customer service agent, the right model is to use Agent Analytics to identify patterns and then use tracing/session data to inspect where failures or low-quality outcomes are occurring.

NEW QUESTION # 91

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use formula fields to reference the Einstein related list of opportunities.
- B. Use the merge fields to reference a custom related list of opportunities.
- C. Use merge fields to reference the default related list of opportunities.

Answer: C

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce References:

Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1> Grounding Data in Prompts:

https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION # 92

An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.

What is causing the problem?

- A. The large language model (LLM) was not configured correctly in Data Cloud.
- B. The Prompt Template User permission set was not assigned correctly.
- C. The Prompt Template Manager permission set was not assigned correctly.

Answer: C

Explanation:

In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

* Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

* Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

* Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

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Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

NEW QUESTION # 93

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.
- **B. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.**
- C. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.

Answer: B

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the Agentforce Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION # 94

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All these advantages will be available after passing the Salesforce Certified Agentforce Specialist (AI-201) Agentforce-Specialist certification exam which is not easy to pass. However, the complete Agentforce-Specialist test preparation and proper planning can enable you to crack the Salesforce Agentforce-Specialist exam easily. For the complete and comprehensive Agentforce-Specialist exam preparation, you can trust Salesforce Agentforce-Specialist PDF Questions and practice tests. The Salesforce is one of the leading platforms that are committed to ace the Salesforce Certified Agentforce Specialist (AI-201) Agentforce-Specialist Exam Preparation with the Salesforce Agentforce-Specialist valid dumps. The Salesforce Agentforce-Specialist practice questions are the real Agentforce-Specialist exam questions that are verified by experience and qualified Salesforce Agentforce-Specialist exam experts.

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