

# Pass Guaranteed Quiz 2026 AI-201: Marvelous Latest Salesforce Certified Agentforce Specialist Exam Questions



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### **Salesforce Certified Agentforce Specialist Sample Questions (Q146-Q151):**

#### **NEW QUESTION # 146**

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

**Answer: A**

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 # 147**

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions. Which use case functionality of Model Builder aligns with UC's request?

- A. Product recommendation prediction
- **B. Customer churn prediction**
- C. Contract Renewal Date prediction

**Answer: B**

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

#### **NEW QUESTION # 148**

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page. After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

- A. Turn on Agent.
- B. Turn on Prompt Builder.
- **C. Turn on Einstein Generative AI.**

**Answer: C**

Explanation:

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

#### **NEW QUESTION # 149**

An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce.

The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation. Which grounding technique should the Agentforce Specialist use?

- **A. Automatic grounding using Draft with Einstein feature**
- B. Ground with Record Merge Fields
- C. Ground with Apex Merge Fields

**Answer: A**

Explanation:

For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

Record Merge Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

### NEW QUESTION # 150

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC Is now setting up the retriever and notices a required field is missing. How should UC resolve this?

- A. Update the search index to include the desired field.
- B. Create a new custom Data Cloud object that includes the desired field.
- C. Modify the retriever's configuration to include the desired field..

**Answer: A**

Explanation:

Why is "Update the search index to include the desired field" the correct answer?

When configuring a retriever in Data Cloud for PDF file ingestion, all necessary fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.

Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:

Search Index Controls Which Fields Are Searchable

The search index defines which fields are indexed and accessible to the retriever.

If a field is missing, it must be added to the index before it can be queried.

Ensures Complete and Accurate Data Retrieval

Without indexing, the retriever cannot reference the missing field in AI responses.

Updating the index makes the field available for AI-powered retrieval.

Supports AI-Grounded Responses

Agentforce relies on Retriever-Augmented Generation (RAG) to ground AI responses in searchable Data Cloud content.

Ensuring all relevant fields are indexed improves AI-generated answer accuracy.

### NEW QUESTION # 151

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