

Agentforce-Specialist Exam Fees & Reliable Agentforce-Specialist Exam Simulator

Salesforce Agentforce Specialist Certification – Exam Details	
	Target Audience Salesforce Admins, Developers, Architects
	Exam Duration 90 minutes
	Passing Score 65%
	Exam Fee Free until December 31, 2025
	Key Tools Covered Prompt Builder, Copilot, Model Builder

P.S. Free 2026 Salesforce Agentforce-Specialist dumps are available on Google Drive shared by ExamBoosts:
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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	• 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 3	• Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 4	• Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
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.

>> Agentforce-Specialist Exam Fees <<

Free PDF Quiz 2026 Fantastic Salesforce Agentforce-Specialist: Salesforce Certified Agentforce Specialist (AI-201) Exam Fees

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Salesforce Certified Agentforce Specialist (AI-201) Sample Questions (Q252-Q257):

NEW QUESTION # 252

Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality. What should the development team review in the Custom Agent Action configuration to identify one of the core components of a Custom Agent Action?

- **A. Instructions**
- B. Output Types
- C. Action Triggers

Answer: A

Explanation:

UC's development team needs to identify a core component of a Custom Agent Action in Agent Builder. Let's assess the options.

* Option A: Action Triggers "Action Triggers" isn't a term used in Agentforce Custom Agent Action configuration. Actions are invoked by topics or plans, not standalone triggers, making this incorrect.

* Option B: Instructions Instructions are a core component of a Custom Agent Action in Agentforce.

Defined in Agent Builder, they guide the Atlas Reasoning Engine on how to execute the action (e.g., what to do with inputs, how to process data). Reviewing the instructions helps the team understand the action's purpose and logic, making this the correct answer.

* Option C: Output Types While outputs are part of an action's result, "Output Types" isn't a distinct configuration element in Agent Builder. Outputs are determined by the action's execution (e.g., Flow or Apex), not a separate setting, making this less core and incorrect.

Why Option B is Correct:

Instructions are a fundamental component of Custom Agent Actions, providing the AI's execution directives, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions - Highlights instructions as key.

Trailhead: Build Agents with Agentforce - Details configuring actions with instructions.

Salesforce Help: Create Custom Actions - Confirms instructions' role.

NEW QUESTION # 253

An Agentforce needs to enable the use of Sales Email prompt templates for the sales team. The Agentforce Specialist has already created the templates in Prompt Builder.

According to best practices, which steps should the Agentforce Specialist take to ensure the sales team can use these templates?

- **A. Assign the Prompt Template User permission set and enable Sales Emails in Setup.**
- B. Assign the Prompt Template Manager permission set and enable Sales Emails in setup.
- C. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.

Answer: A

Explanation:

To enable Sales Email prompt templates:

* Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.

* Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.

* Option B (Manager permission set): Required for creating/modifying templates, not for usage.

* Option C (Data Cloud Admin): Unrelated to prompt template access.

References:

* Salesforce Help: Prompt Template Permissions

* Specifies that "Prompt Template User" is required to leverage templates in workflows.

* Sales Email Setup outlines enabling the feature in Setup.

NEW QUESTION # 254

Universal Containers implemented Agent for its users.

One user complains that Agent is not deleting activities from the past 7 days.

What is the reason for this issue?

- A. Agent does not support the Delete Record action.
- B. Agent does not have the permission to delete the user's records.
- C. Agent Delete Record Action permission is not associated to the user.

Answer: A

Explanation:

Agent currently supports various actions like creating and updating records but does not support the Delete Record action.

Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Agent.

* Unsupported Action: The inability to delete records is due to the current limitations of Agent's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

* User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Agent itself does not have the capability to execute delete operations.

References:

* Salesforce Agentforce Specialist Documentation - Agent Supported Actions:

* Lists the actions that Agent can perform, noting the absence of delete operations.

* Salesforce Help - Limitations of Agent:

* Highlights current limitations, including unsupported actions like deleting records.

NEW QUESTION # 255

The Agentforce Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the Agentforce Specialist take upon modifying the masked fields?

- A. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response
- B. Turn off the Einstein Trust Layer and turn it on again.
- C. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.

Answer: A

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

* Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

* Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

* Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

References:

* Salesforce Einstein Trust Layer Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION # 256

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

* Semantically search HR policies, compliance guidelines, and company procedures.

* Ensure responses are grounded on published Knowledge.

* Allow Knowledge updates to be reflected immediately without manual reconfiguration. What should UC do to ensure the agent

retrieves the right information?

- **A. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.**
- B. Enable the agent to search all internal records and past customer inquiries.
- C. Manually add policy responses into the AI model to prevent hallucinations.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.

* Option A: Enable the agent to search all internal records and past customer inquiries. Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.

* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval. The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.

* Option C: Manually add policy responses into the AI model to prevent hallucinations. Manually embedding responses into the model isn't feasible-Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.

Why Option B is Correct:

The Data Library meets all criteria-semantic search, Knowledge grounding, and instant updates-per Salesforce's recommended approach.

References:

Salesforce Agentforce Documentation: Data Library > Knowledge Integration- Details indexing and updates.

Trailhead: Build Agents with Agentforce- Covers Data Library for accurate responses.

Salesforce Help: Grounding with Knowledge- Confirms real-time sync.

NEW QUESTION # 257

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