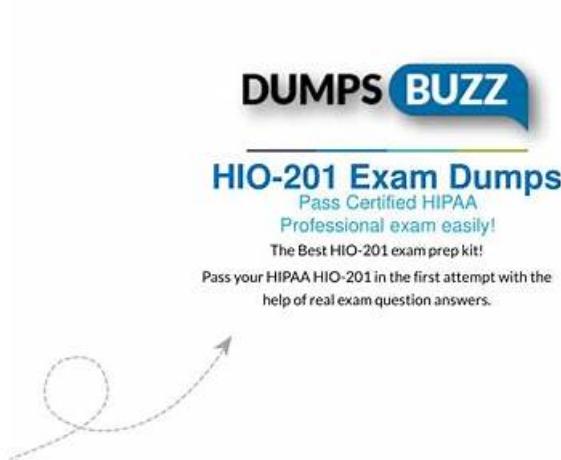# AI-201 Current Exam Content - Valid Braindumps AI-201 Ppt

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Salesforce Certified Agentforce Specialist Sample Questions (Q263-Q268):

NEW QUESTION # 263
In a Knowledge-based data library configuration, what is the primary difference between the identifying fields and the content fields?

- A. Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.
- B. Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.
- C. Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information.

Answer: C

Explanation:
In Agentforce, a Knowledge-based data library (e.g., via Salesforce Knowledge or Data Cloud grounding) uses identifying fields and content fields to support AI responses.

NEW QUESTION # 264

Universal Containers has a requirement to provide a sales summary for its sales reps who are using Employee Agents, but they are not happy with the default answer. Which best practice should the AgentForce Specialist recommend?

- A. Create a Record Summary custom prompt template.
- B. Create a Knowledge Answer custom prompt template.
- C. Update the standard record summary action.

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:
According to the AgentForce Prompt Customization and Template Development Guide, when an organization wants to modify or enhance how structured data (like Salesforce records) is summarized or presented by an agent, the correct approach is to create a Record Summary custom prompt template.
Record Summary templates allow specialists to tailor how the agent interprets and communicates record information - such as opportunities, accounts, or sales summaries - ensuring the output aligns with company-specific terminology, tone, and data needs.

NEW QUESTION # 265

A company wants an Agentforce agent to update Case records and execute Flows on behalf of support agents. Which security model ensures the agent does NOT exceed the user's data access?

- A. Einstein Trust Layer only
- B. Public API access
- C. System Mode execution
- D. Running the agent in the user context

Answer: D

Explanation:
Running the agent in user context ensures it respects the user's permissions, sharing rules, and field-level security.

NEW QUESTION # 266

An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Agent Settings
- B. Event Logs
- C. Plan Canvas

Answer: B

Explanation:
The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting.

NEW QUESTION # 267

Universal Containers wants to test agents while preserving real data and isolating from production. Which environment should the company use with Testing Center?

- A. Use sandbox environments replicated from production for safe testing,
- B. Use production org directly with test assertions.
- C. Use personal developer orgs unrepresentative of production data,

Answer: A

Explanation:
The AgentForce Testing Center Implementation Guide specifies that organizations should perform all structured and regression testing in a sandbox environment replicated from production. The guide explains:

"Testing Center supports running tests safely in sandbox environments that mirror production data. This ensures realistic test conditions without impacting live systems or data."

NEW QUESTION # 268

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