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Salesforce

AI-201 Exam

Salesforce Certified Agentforce Specialist

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Page 1 of 8

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Salesforce Certified Agentforce Specialist Sample Questions (Q43-Q48):

NEW QUESTION # 43

Universal Containers has a new AI project. What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. The fields for the related list are based on the default page layout of the Account for the current user.
- B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- C. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.

Answer: C

Explanation:

Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.

Prompt Builder Behavior

Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.

Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.

NEW QUESTION # 44

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

Answer: C

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.

NEW QUESTION # 45

What is An Agentforce able to do when the "Enrich event logs with conversation data" setting in Agent is enabled?

- A. View session data including user Input and copilot responses for sessions over the past 7 days.
- B. Generate details reports on all Copilot conversations over any time period.
- C. View the user click path that led to each copilot action.

Answer: A

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Agent, it allows An Agentforce or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping Agentforce Specialists track AI behavior and user engagement.

NEW QUESTION # 46

An Agentforce is creating a custom action in Agent. Which option is available for the Agentforce Specialist to choose for the custom copilot action?

- A. SOQL
- B. Apex trigger
- C. Flows

Answer: C

Explanation:

When creating a custom action in Agent, one of the available options is to use Flows. Flows are a powerful automation tool in Salesforce, allowing the Agentforce Specialist to define custom logic and actions within the Copilot system. This makes it easy to extend Copilot's functionality without needing custom code.

While Apex triggers and SOQL are important Salesforce tools, Flows are the recommended method for creating custom actions within Agent because they are declarative and highly adaptable.

NEW QUESTION # 47

Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?

- A. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.
- B. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.
- C. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.

Answer: B

Explanation:

The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data.

NEW QUESTION # 48

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