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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 2	<ul style="list-style-type: none"> 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.
Topic 3	<ul style="list-style-type: none"> Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 4	<ul style="list-style-type: none"> 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 5	<ul style="list-style-type: none"> 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.

Salesforce Certified Agentforce Specialist (AI-201) Sample Questions (Q292-Q297):

NEW QUESTION # 292

Pinnacle Healthcare is enhancing its agent and Agent Script implementation to improve patient scheduling and care coordination. The head of compliance has identified a need to ensure deterministic behavior for agents when verifying patient information before scheduling appointments. The process must enforce compliance by gating downstream actions, for example, scheduling, until patient verification is complete.

What is the most appropriate approach the Agentforce Specialist should recommend while adhering to standard configuration guidelines?

- A. Use `@utils.setVariables` to update a mutable session variable for patient verification status and gate scheduling actions with `available when`.
- B. Use template expressions in the action descriptions to dynamically display instructions based on the verification status.
- C. Call a custom Apex `@InvocableMethod` to enforce the verification logic and dynamically update the scheduling action availability.

Answer: A

Explanation:

The correct answer is B because gating downstream actions requires a reliable state variable and an action availability rule. A mutable session variable can store whether patient verification has been completed, and `available when` can prevent scheduling actions from being available until that variable indicates verified status. This is the standard declarative Agent Script pattern for controlled action access. Option A is unnecessarily code-heavy and shifts simple state gating into Apex when Agentforce can manage it with variables and availability rules. Option C only changes descriptive text; it does not enforce whether the scheduling action can be used. In compliance workflows, the control must prevent the action from being callable, not merely tell the model what to do. Salesforce context engineering examples show variables and action filters being used to control action availability.

NEW QUESTION # 293

Universal Containers is building a custom agent and creating a new Apex action that accepts a collection of text values, such as a list of product names, as an input parameter. The Agentforce Specialist is configuring the action's metadata in Agentforce Assets and needs to properly map this input so the reasoning engine can pass the list of strings correctly.

When defining this input, which `complex_data_type_name` should the Agentforce Specialist use?

- A. `lightning_stringType`
- B. `apex_String`
- C. `lightning_textType`

Answer: A

Explanation:

The correct answer is A because Agentforce action metadata must use supported Lightning data types when defining action inputs and outputs. A collection of text values must be exposed to the reasoning engine through a Salesforce-supported Lightning type, not through an Apex implementation name.

`lightning_stringType` correctly maps string-based action input so Agentforce can validate, structure, and pass values into the Apex action. `apex_String` is not the correct metadata type because it describes an Apex language type, not the Agentforce action schema type. `lightning_textType` is a UI-oriented text type and is not the correct mapping for this collection-style string action input. Salesforce's Agentforce developer guidance confirms that Apex strings are mapped to standard Lightning types for action configuration.

NEW QUESTION # 294

An administrator at Universal Containers is setting up a new Sales Development Representative (SDR) Agent.

The agent's purpose is to nurture cold leads before connecting them to the assigned sales rep.

To ensure the agent has all the necessary access to the leads in the North America sales region, what should the administrator data?

- A. Assign the user in the highest-level role within the North America role hierarchy as the SDR Agent User.
- B. Create a criteria-based sharing rule to grant access to targeted lead records to SDR Agent User.
- C. Grant View All record permission of the Lead object to the 'Einstein Agent User' profile,

Answer: B

Explanation:

According to the AgentForce Security and Data Access Configuration Guide, the best practice for ensuring an agent (such as an SDR Agent) can access specific records while maintaining security is to use criteria-based sharing rules. The documentation states: "When an AI Agent needs access to a subset of records (for example, regional leads), create a sharing rule granting access to that agent's user context based on defined criteria such as region or ownership." Option A (assigning the highest-level role) provides excessive access beyond the intended scope, violating the principle of least privilege. Option B (View All permission) gives global object access, which is not secure. Therefore, Option C ensures that the SDR Agent has controlled, region-specific access to lead records.

References (AgentForce Documents / Study Guide):

- * AgentForce Security and Access Guide: "Using Sharing Rules for AI Agent Access Control"
- * AgentForce Implementation Handbook: "Regional Access Configuration for SDR Agents"
- * Salesforce Data Security Study Guide

NEW QUESTION # 295

An Agentforce is creating a custom action for Agentforce.

Which setting should the a ensure the action performs as expected?

- A. Action Input
- B. Action Instructions
- C. Action Name

Answer: B

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer

Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

In contrast:

- * Action Name (A) is a static identifier and does not affect functionality.
 - * Action Input (B) defines parameters passed to the action but does not dictate execution logic.
- Thus, iterating on Action Instructions (C) ensures the action performs as expected.

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

Einstein Bot Developer Guide: "Custom Action Configuration Best Practices" (Section 4.3).

NEW QUESTION # 296

Universal Containers plans to enable Agentforce in Slack so teams can interact with agents directly in Slack channels.

Which description represents the key steps required to enable Agentforce in Slack?

- **A. Configure the Slack agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.**
- B. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps,
- C. Enable the default Slack channel Agentforce, and assign Slack agent access to users.

Answer: A

Explanation:

The AgentForce for Slack Deployment Guide outlines the exact process for enabling AgentForce in Slack.

The steps include:

- * Configuring the Slack agent connection to link Salesforce with the Slack workspace.
- * Installing the agent in the "Manage AgentForce" section.
- * Assigning agent access to specific Slack users or channels.

The documentation notes: "Administrators must first establish a Slack connection through Salesforce setup, then deploy the AgentForce app to the desired workspace. User permissions are managed in the Manage AgentForce console." Option A is incorrect because there is no "default Slack channel AgentForce." Option B refers to Slack workflows, which are unrelated to direct agent configuration.

Therefore, Option C accurately describes the official Salesforce method for enabling AgentForce in Slack.

References (AgentForce Documents / Study Guide):

- * AgentForce for Slack Integration Guide: "Steps to Connect and Deploy Agents"
- * Salesforce Setup for AgentForce Collaboration Platforms
- * AgentForce Study Guide: "Configuring Slack Agent Connections and User Access"

NEW QUESTION # 297

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