

Quiz 2026 Salesforce AI-201–Newest Test Questions Fee



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Salesforce Certified Agentforce Specialist Sample Questions (Q223-Q228):

NEW QUESTION # 223

An Agentforce Service Agent, who has been successfully assisting customers with service requests in Salesforce, is now unable to help customers with issues related to a new product replacement process. The company recently implemented a custom Product Replacement object in Salesforce to track and manage these replacements. Which Agentforce Agent User change must be implemented to address this issue?

- A. The permission set assigned to the Agent User needs Read access to the custom Product Replacement object.
- B. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.
- C. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.

Answer: A

Explanation:

Why is "Permission Set Read Access" the correct answer?

If an Agentforce Service Agent is unable to assist customers with the new Product Replacement process, it is likely due to missing object permissions.

Key Considerations for Object Access in Agentforce:

Custom Objects Require Permission Set Access

The new Product Replacement object must be explicitly assigned to the agent's permission set.
Without Read access, the agent cannot view or interact with the object.

Ensuring Full Data Access for Agents

In Setup -> Permission Sets, the admin should:

Grant Read access to the Product Replacement object

Ensure that related fields (e.g., status, replacement reason) are also accessible
Aligning AI and Agent Workflows
If Einstein AI is used to suggest solutions, the agent must have visibility into the Product Replacement object for context-aware responses.

NEW QUESTION # 224

Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

- A. The data source cannot be changed after it is selected.
- B. The Data Retriever can be reconfigured to use a different data source.
- C. The data source can be changed through the Data Cloud settings.

Answer: A

Explanation:

Why is "The data source cannot be changed after it is selected" the correct answer?

When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.

Key Considerations in Agentforce Data Library

Data Source Lock-In

The chosen data source remains fixed to maintain data integrity and avoid inconsistencies.

Any updates or modifications require creating a new Data Library instead of modifying the existing one.

Why Can't the Data Source Be Changed?

The data source defines the foundation of AI-driven workflows, and any modification would disrupt processing logic.

Agentforce tools rely on structured datasets to enable AI-powered recommendations, and changing data sources could lead to inconsistencies in grounding techniques.

Workarounds for Changing Data Sources

If an organization needs to use a different data source, a new Agentforce Data Library must be created and configured from scratch.
Old data can be manually migrated into the new data source for continuity.

NEW QUESTION # 225

Universal Containers has PDF maintenance guides in an external folder, not yet in Salesforce.

The team wants a standard, clicks-only setup for the Service Agent to use these documents.

Which approach should the Agentforce Specialist implement?

- A. Configure Data Cloud to ingest file attachments and create custom index and retriever for product record and attachment data.
- B. Upload the PDFs as File source in the Agentforce Data Library which will build a Search Index, and create a retriever to ground responses from those documents.
- C. Paste external PDF links into topic instructions and rely on the model to follow them, avoiding configuration of a retrieval source, index, or retriever action.

Answer: B

Explanation:

According to the AgentForce Data Library and Retrieval Configuration Guide, when organizations have external PDF or text documents that need to be used by an AI agent, the recommended clicks-only approach is to upload the documents as a File Source in the AgentForce Data Library.

The system automatically processes the uploaded files, chunks their content, builds a Search Index, and allows you to create a retriever to ground agent responses from those indexed documents.

This method requires no code or manual integration and ensures that all document content becomes queryable through retrieval-augmented generation (RAG).

NEW QUESTION # 226

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI_Analysis_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it.

However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.
- B. They forgot that the Case Object is not supported for Add generation as Einstein Service Replies should be used instead.
- **C. They forgot to edit the Lightning page layout and associate the field to a prompt template**

Answer: C

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

NEW QUESTION # 227

A Salesforce Administrator is exploring the capabilities of Agent to enhance user interaction within their organization. They are particularly interested in how Agent processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Agent directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users. How does Agent handle user requests in Salesforce?

- A. Agent will perform an HTTP callout to an LLM provider.
- B. Agent will trigger a flow that utilizes a prompt template to generate the message.
- **C. Agent analyzes the user's request and LLM technology is used to generate and display the appropriate response.**

Answer: C

Explanation:

Agent is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Agent analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface.

NEW QUESTION # 228

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