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## Quiz 2026 Salesforce AI-201: Salesforce Certified Agentforce Specialist Unparalleled Exam Cram Review

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### Salesforce Certified Agentforce Specialist Sample Questions (Q227-Q232):

#### NEW QUESTION # 227

Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply. How should UC address this issue?

- A. Use the default retriever, as it already searches the entire search index and provides broad coverage.
- B. Modify the search index to only store documents from the last year and remove older records.
- C. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.

**Answer: A**

**Explanation:**

UC's support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue.

#### NEW QUESTION # 228

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?

- A. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.
- **B. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.**
- C. The Agentforce Service Agent user is not assigned the correct Agent Type License.

**Answer: B**

Explanation:

Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles.

#### **NEW QUESTION # 229**

Which statement explains why a company might prefer a hybrid search index in Data Cloud for Agentforce?

- A. Vector embedding in hybrid search are prefiltered by keyword matches, reducing computational overhead and improving response accuracy.
- **B. Hybrid search indexes support both literal keyword matches and semantic recall, useful when queries mix specific terms and intent.**
- C. Hybrid search indexes process queries faster than vector search because they eliminate the need for semantic embedding.

**Answer: B**

Explanation:

According to the AgentForce Data Cloud Search Indexing Guide and RAG Optimization Framework, a hybrid search index combines both keyword-based (lexical) and vector-based (semantic) search capabilities. This dual-mode retrieval enables AgentForce to interpret user intent while still honoring exact keyword matches.

In many enterprise scenarios, queries contain a mixture of specific terms (e.g., "contract ID 54321") and semantic intent (e.g., "renew my subscription"). A purely vector search might overlook exact keywords, while a keyword-only search might miss semantically relevant results.

Hybrid indexing ensures that both types of retrieval are available simultaneously - providing the best balance of precision and contextual understanding.

#### **NEW QUESTION # 230**

What is the primary function of the planner service in the Agent system?

- A. Generating record queries based on conversation history
- B. Offering real-time language translation during conversations
- **C. Identifying copilot actions to respond to user utterances**

**Answer: C**

Explanation:

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

#### **NEW QUESTION # 231**

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The Agentforce Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production. Which other configuration steps should the Agentforce Specialist take in the sandbox that can be deployed to the production org?

- A. From the Epstein setup menu, select Turn on Einstein: create custom fields to store Issue, Resolution, and Summary: create a Quick Action that updates these fields: and add the wrap up component to the Messaging session record page layout.

- B. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields: add the Wrap Up component to the Messaging Session record page layout; and create Permission Set Assignments for the intended Agents.
- C. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields: and add the Wrap up component to the Messaging session record page layout.

**Answer: C**

Explanation:

Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.

Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.

The Agentforce Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.

What Can Actually Be Deployed from Sandbox to Production?

Custom Fields: Metadata that is easily created in sandbox and then deployed.

Quick Actions: Also metadata-based and can be deployed from sandbox to production.

Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.

## NEW QUESTION # 232

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Network convergence has led to multiple services of differing characteristics, New AI-201 Exam Camp running over a common IP network core, Of course, this list could be significantly long, provided that many of the projects have minimal overlap.

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