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PrepAwayTest Salesforce Certified Agentforce Specialist (AI-201) practice test material covers all the key topics and areas of knowledge necessary to master the Salesforce Certification Exam. Experienced industry professionals design the AI-201 exam questions and are regularly updated to reflect the latest changes in the Salesforce Certified Agentforce Specialist (AI-201) exam. In addition, PrepAwayTest offers three different formats of practice material which are discussed below.

### Salesforce Certified Agentforce Specialist Sample Questions (Q180-Q185):

#### NEW QUESTION # 180

What should An Agentforce consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

- A. The Activities related list on the Account object is not supported because it is a polymorphic field.
- B. If person accounts have been enabled, merge fields will not be available for the Account object.
- C. Prompt generation will yield no response when there is no related list associated with an Account in runtime.

**Answer: A**

Explanation:

When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being a polymorphic field.

Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.

### NEW QUESTION # 181

What is an appropriate use case for leveraging Agentforce Sales Agent in a sales context?

- A. Enable a sales team by providing them with an interactive step-by-step guide based on business rules to ensure accurate data entry into Salesforce and help close deals faster.
- B. Instantly review and read incoming messages or emails that are then logged to the correct opportunity, contact, and account records to provide a full view of customer interactions and communications.
- C. Enable a sales team to use natural language to invoke defined sales tasks grounded in relevant data and be able to ensure company policies are applied conversationally and in the now or work.

**Answer: C**

Explanation:

Agentforce Sales Agent is designed to let sales teams perform tasks via natural language commands, leveraging Salesforce data while adhering to policies. For example, agents can ask the AI to "update the opportunity stage to Closed Won" or "generate a quote," with the system enforcing validations and data security. This use case aligns with Salesforce's vision of conversational AI streamlining workflows without compromising compliance.

### NEW QUESTION # 182

Universal Containers aims to streamline the sales team's daily tasks by using AI. When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.
- C. Populate an AI generated lead score for new leads.

**Answer: B**

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates.

These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

### NEW QUESTION # 183

Universal Containers (UC) wants to limit an agent's access to Knowledge articles while deploying the "Answer Questions with Knowledge" action. How should UC achieve this?

- A. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
- B. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.
- C. Update the Data Library Retriever to filter on a custom field on the Knowledge article.

**Answer: B**

Explanation:

UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles.

### NEW QUESTION # 184

An Agentforce agent occasionally provides responses that reference outdated Case information. What is the MOST effective way to reduce this issue?

- A. Rely only on static instructions
- B. Increase prompt temperature
- C. Disable the Einstein Trust Layer
- D. Improve data grounding using live Salesforce records

**Answer: D**

## Explanation:

Grounding responses in live Salesforce CRM data ensures the agent uses current and accurate information.

### NEW QUESTION # 185

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