Quiz 2026 Salesforce AI-201: Exam Salesforce Certified Agentforce Specialist Objectives

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Salesforce Certified Agentforce Specialist Sample Questions (Q310-Q315):

NEW QUESTION # 310
After configuring and saving a Salesforce Agentforce Data Library (regardless of the data source), which components are automatically created and available in Data Cloud?

- A. A data stream, a search index, and a retriever
- B. A data connector, an analytics dashboard, and a workflow rule
- C. A data pipeline, an indexing engine, and a query processor

Answer: A

Explanation:
Why is "A data stream, a search index, and a retriever" the correct answer?
When a Salesforce Agentforce Data Library is configured and saved, it automatically creates three essential components in Data Cloud to facilitate AI-driven search and retrieval.
Key Components Created in Data Cloud:
Data Stream

This acts as the pipeline that brings data into Data Cloud.
It enables real-time data ingestion from sources such as Salesforce records, PDFs, or external databases.
Search Index
After ingestion, data is indexed for efficient search and retrieval.
This allows AI models to perform structured queries and retrieve relevant data faster.
Retriever
The retriever is an AI-powered search mechanism that uses the search index to fetch the most relevant data.
It ensures that AI-generated responses are grounded in structured, reliable data.

NEW QUESTION # 311

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system. Which data grounding technique should the Agentforce Specialist recommend?

- A. External Services Merge Fields
- B. Apex Merge Fields
- C. Eternal Object Record Merge Fields

Answer: C

Explanation:
Context of the Requirement:
Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.
Data Grounding in LLM Prompts:
Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

NEW QUESTION # 312

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements. What should An Agentforce recommend to resolve the issue?

- A. Configure data masking in the Einstein Trust Layer setup.
- B. Enable data masking for sandbox refreshes.
- C. Add new data masking rules in LLM setup.

Answer: A

Explanation:
When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

NEW QUESTION # 313

How should an organization use the Einstein Trust layer to audit, track, and view masked data?

- A. Utilize the audit trail that captures and stores all LLM submitted prompts in Data Cloud.
- B. Access the audit trail in Setup and export all user-generated prompts.
- C. In Setup, use Prompt Builder to send a prompt to the LLM requesting for the masked data.

Answer: A

Explanation:
The Einstein Trust Layer is designed to ensure transparency, compliance, and security for organizations leveraging Salesforce's AI and generative AI capabilities. Specifically, for auditing, tracking, and viewing masked data, organizations can utilize:
Audit Trail in Data Cloud: The audit trail captures and stores all prompts submitted to large language models (LLMs), ensuring that sensitive or masked data interactions are logged. This allows organizations to monitor and audit all AI-generated outputs, ensuring that data handling complies with internal and regulatory guidelines. The Data Cloud provides the infrastructure for managing and accessing this audit data.

NEW QUESTION # 314

A Universal Containers administrator is setting up Einstein Data Libraries. After creating a new library, the administrator notices that only the file upload option is available; there is no option to configure the library using a Salesforce Knowledge base. What is the most likely cause of this Issue?

- A. The current Salesforce org lacks the necessary Einstein for Service permissions that support the Knowledge-based Data Library option, so only the file upload option is presented.
- B. Salesforce Knowledge is not enabled in the organization; without Salesforce Knowledge enabled, the Knowledge-based data source option will not be available in Einstein Data Libraries.
- C. The administrator is not using Lightning Experience, which is required to display all data source options, Including the Knowledge base option, when configuring Einstein Data Libraries.

Answer: B

Explanation:
Why is "Salesforce Knowledge is not enabled" the correct answer?
If an administrator only sees the file upload option in Einstein Data Libraries and cannot configure a Salesforce Knowledge base, the most likely reason is that Salesforce Knowledge is not enabled in the organization.
Key Considerations for Einstein Data Libraries:
Salesforce Knowledge Integration is Optional
Einstein Data Libraries can pull knowledge data only if Salesforce Knowledge is enabled.
If Knowledge is not activated, the system will default to file uploads as the only available option.
How to Fix This Issue?
The administrator should enable Salesforce Knowledge in Setup Knowledge Settings.
Once enabled, the option to configure Knowledge-based Data Libraries will become available.

NEW QUESTION # 315

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