



Salesforce Certified Agentforce Specialist (AI-201) Mock Exam

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Question 1

Question Type: MultipleChoice

Choose 1 option.

Universal Containers (UC) is setting up a new Agentforce Service Agent. The company has sensitive medical product research stored internally and wants to ensure the agent cannot access it.

What should UC do?

Options:

- A- Assign the Agentforce Service Agent user the lowest possible role in the organization's hierarchy to block access.
- B- Disable the Agentforce Service Agent's ability to use any Salesforce custom object or related fields.
- C- Follow the principle of least privilege and avoid granting permission to view the Medical Product object or related

Answer:

C

Explanation:

The AgentForce Security and Access Control Best Practices Guide emphasizes the principle of least privilege, which means granting each agent only the permissions strictly necessary to perform its defined tasks.

To prevent unauthorized access to sensitive data such as medical research, administrators should exclude permissions for the Medical Product object and related records from the AgentForce Service Agent's permission set group. This approach ensures that even if the reasoning engine processes a related query, it cannot retrieve or expose data it lacks access to.

Option A is partially effective but not sufficient since Salesforce role hierarchy does not fully restrict record access. Option B is over-restrictive and would prevent legitimate operations involving other custom objects.

Thus, the correct answer is Option C -- Follow the principle of least privilege and avoid granting permission to view the Medical Product object or related records.

Question 2

Question Type: MultipleChoice

Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one."

How should UC achieve this with Agents?

Options:

- A- Use the standard Agent action.
- B- Create a custom Agent action calling a flow.
- C- Create a custom Agent action calling an Apex class.

Answer:

A

Explanation:

Universal Containers can achieve the request to explore similar opportunities by using the standard Copilot action. Agent has built-in actions to handle natural language queries, such as "Show me other opportunities like this one." The standard action will process the query and return results based on predefined matching criteria like opportunity details and past Closed Won deals.

This approach avoids the need to create custom flows or Apex classes, leveraging out-of-the-box functionality.

For further details, refer to Agent for Sales documentation regarding standard actions and natural language processing.

Question 3

Question Type: MultipleChoice

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the Agentforce Specialist be aware of?

Options:

- A- Rich text area fields are only supported in Flex template types.
- B- Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.
- C- Custom objects are supported only for Flex template types.

Answer:

B

Explanation:

When rolling out a new Generative AI initiative in Salesforce using Prompt Builder, it's important to understand its current limitations. One key limitation is that changes to prompt templates (creation, edits, or deletions) are not logged in the Setup Audit Trail, which means admins won't have a historical record of modifications for compliance or troubleshooting.

'Prompt Builder Limitations | Salesforce Documentation' .

Question 4

Question Type: MultipleChoice

A data scientist needs to view and manage models in Einstein Studio, and also needs to create prompt templates in Prompt Builder. Which permission sets should an Agentforce Specialist assign to the data scientist?

Options:

- A- Prompt Template Manager and Prompt Template User
- B- Data Cloud Admin and Prompt Template Manager
- C- Prompt Template User and Data Cloud Admin

Answer:

B

Explanation:

The data scientist requires permissions for Einstein Studio (model management) and Prompt

Builder (template creation). Note: 'Einstein Studio' may be a misnomer for Data Cloud's model management or a related tool, but we'll interpret based on context. Let's evaluate.

Option A: Prompt Template Manager and Prompt Template User

There's no distinct 'Prompt Template Manager' or 'Prompt Template User' permission set in Salesforce---Prompt Builder access is typically via 'Einstein Generative AI User' or similar. This option lacks coverage for Einstein Studio/Data Cloud, making it incorrect.

Option B: Data Cloud Admin and Prompt Template Manager

The 'Data Cloud Admin' permission set grants access to manage models in Data Cloud (assumed as Einstein Studio's context), including viewing and editing AI models. 'Prompt Template Manager' isn't a real set, but Prompt Builder creation is covered by 'Einstein Generative AI Admin' or similar admin-level access (assumed intent). This combination approximates the needs, making it the closest correct answer despite naming ambiguity.

Option C: Prompt Template User and Data Cloud Admin

'Prompt Template User' isn't a standard set, and user-level access (e.g., Einstein Generative AI User) typically allows execution, not creation. The data scientist needs to create templates, so this lacks sufficient Prompt Builder rights, making it incorrect.

Why Option B is Correct (with Caveat):

'Data Cloud Admin' covers model management in Data Cloud (likely intended as Einstein Studio), and 'Prompt Template Manager' is interpreted as admin-level Prompt Builder access (e.g., Einstein Generative AI Admin). Despite naming inconsistencies, this fits the requirements per Salesforce permissions structure.

Salesforce Data Cloud Documentation: Permissions -- Details Data Cloud Admin for models.

Trailhead: Set Up Einstein Generative AI -- Covers Prompt Builder admin access.

Salesforce Help: Agentforce Permission Sets -- Aligns with admin-level needs.

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