

Salesforce AI-201 Exam Questions 2026 in PDF Format

Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

1. What should a system administrator use to disable access to a custom application for a group of users?
- A. Profiles
 - B. Sharing rules
 - C. Web tabs
 - D. Page layouts - ✓✓A. Profiles
2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?
- A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
 - B. Create a lookup field from the manufacturer object to the model object.
 - C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
 - D. Create a multi-select picklist field that includes both manufacturers and models. - ✓✓C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?
- A. Notify the product manager using opportunity update reminders.
 - B. Enable opportunity teams and allow users to add the product manager.
 - C. Use similar opportunities to show opportunities related to the product manager.
 - D. Enable account teams and allow users to add the product manager. - ✓✓B. Enable opportunity teams and allow users to add the product manager.

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Salesforce Certified Agentforce Specialist Sample Questions (Q58-Q63):

NEW QUESTION # 58

Universal Containers implemented Agent for its users. One user complains that Agent is not deleting activities from the past 7 days. What is the reason for this issue?

- A. Agent does not have the permission to delete the user's records.
- **B. Agent does not support the Delete Record action.**
- C. Agent Delete Record Action permission is not associated to the user.

Answer: B

Explanation:

Agent currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Agent.

Unsupported Action: The inability to delete records is due to the current limitations of Agent's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Agent itself does not have the capability to execute delete operations.

NEW QUESTION # 59

After an agent selects a topic, what is an important factor the reasoning engine uses to select the action?

- **A. The priority given to each action**
- B. The name and instructions of the actions
- C. The explicit order of actions in the topic

Answer: A

Explanation:

The most crucial factor a reasoning engine uses to select an action after a topic is chosen is the priority given to each action (A). In advanced agent frameworks like AgentForce (simulated context), actions within a topic are typically not executed simply in an explicit, fixed order () unless there's no conditional logic. Instead, the reasoning engine evaluates all available actions and their associated pre-conditions (or triggers) and priorities. A priority score is often a numerical value assigned to an action that dictates its relative importance when multiple actions could potentially be executed simultaneously or when the agent must choose the 'best' action to address the current topic state. This prioritization ensures the agent handles the most critical or relevant tasks first, which is essential for efficient and goal-oriented behavior. The action's name and instructions () are descriptive for the developer but are not the primary selection criteria used by the runtime reasoning engine itself; it's the logic and priority that govern execution.

NEW QUESTION # 60

An AgentForce Specialist wants to troubleshoot an agent that is hallucinating weblinks. The agent has an action that uses a prompt template, which is using a knowledge retriever, to generate the output text that the agent will use. Which process is appropriate to find the root cause of the hallucination behavior?

- A. Examine the topic name and classification description for hallucination guardrails.
- **B. Examine the prompt instructions and contents of the chunks shown in the resolved prompt output.**
- C. Examine the topic instructions and ensure the word "ALWAYS" is used in the hallucination guardrails.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the AgentForce Troubleshooting and Optimization Guide, hallucinations - instances where the agent fabricates details such as weblinks or data - often occur due to issues in prompt construction or retrieved content grounding. The recommended diagnostic process involves inspecting the prompt template instructions and reviewing the resolved prompt output, including the actual retrieved knowledge chunks.

By examining these areas, the AgentForce Specialist can determine whether the hallucinated content originates from ambiguous prompt phrasing, missing grounding variables, or irrelevant retrieval results. This approach ensures an evidence-based investigation directly linked to the agent's reasoning and generation steps.

NEW QUESTION # 61

Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI- driven training content. However, users report that the AI frequently returns outdated documents.

Which corrective action should UC implement to improve content relevancy?

- A. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.
- B. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.
- C. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.

Answer: C

Explanation:

UC's issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions-such as a filter on a "Last Modified Date" or similar timestamp field-to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.

NEW QUESTION # 62

An Agentforce configured Data Masking within the Einstein Trust Layer. How should the Agentforce Specialist begin validating that the correct fields are being masked?

- A. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.
- B. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.
- C. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.

Answer: C

Explanation:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the Agentforce Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu. This audit data allows the Agentforce Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

NEW QUESTION # 63

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