

# Mock AI-201 Exams | Valid AI-201 Test Question

**TOÁN HỌC**  
**trong đời sống!**

**Question 23.** A stepped pyramid is built from identical unit cubes. The top level consists of exactly 1 cube. Each level below is formed by surrounding the level above with a single complete layer of cubes. The pyramid has 20 levels. Assuming the pyramid is solid and perfectly symmetric, determine the total number of cubes used.

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## Salesforce Certified Agentforce Specialist Sample Questions (Q78-Q83):

### NEW QUESTION # 78

Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?

- A. General Q&A topic and Knowledge Article Answers action.
- B. General CRM topic and Answers Questions with LLM Action.
- C. General FAQ topic and Answers Questions with Knowledge Action.

**Answer: C**

Explanation:

UC's agent answers questions using Knowledge articles, configured in Agent Builder.

#### NEW QUESTION # 79

An Agentforce is creating a custom action for Agentforce. Which setting should the a ensure the action performs as expected?

- **A. Action Instructions**
- B. Action Input
- C. Action Name

**Answer: A**

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

#### NEW QUESTION # 80

Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments. Which Einstein Generative AI feature should An Agentforce recommend for this request?

- **A. Einstein Conversation Insights**
- B. Einstein Call Summaries
- C. Einstein Video KPI

**Answer: A**

Explanation:

Einstein Conversation Insights analyzes sales calls (including video and voice) to capture key moments, deal terms, competitor mentions, and customer sentiment. It helps sales management quickly understand what was discussed without manually reviewing the entire call. This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

#### NEW QUESTION # 81

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. 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.**
- C. 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.

**Answer: B**

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 # 82

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. Apex Merge Fields
- B. External Services Merge Fields
- C. External 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 # 83

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One of the best ways to prepare for the Salesforce AI-201 exam is to study the Salesforce Certified Agentforce Specialist (AI-201) exam questions. Familiarizing yourself with the AI-201 certification using practice test on real-world data sets can help you build your confidence and prepare you for the exam. Additionally, taking AI-201 Exam Questions and quizzes can help you identify areas where you need to improve and gauge your understanding of the material.

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