PRACTICE QUESTIONS

Salesforce Certified Agentforce Sales Consultant

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10 practice questions for the Salesforce Certified Agentforce Sales Consultant exam, each followed by its answer and a short explanation. More free sets and the full practice exam: **aiexamcerts.com/salesforce/salesforce-certified-agentforce-sales-consultant**. Spotted a mistake? Email support@aiexamcerts.com with the exam name and the question number.

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1. A consultant configures an org that sells in both US dollars and euros. What must be true about product pricing for multi-currency to work?

A Only one currency can be used in any price book

B Each product needs a price book entry in every currency that will be used

C Opportunity amounts convert automatically without any currency setup

D Quotes must be created only in the corporate currency

Answer: B

With multi-currency, a product needs a price in every currency that will be used, so opportunities and quotes can be priced in that currency. Automatic conversion is the tempting distractor, since conversion rates do exist, but a converted figure does not replace the price a product must have in each currency.

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2. Generative AI output that will be used for pricing or contract terms should be reviewed by a person before anyone relies on it.

A True

B False

Answer: A (True)

Generated text can be fluent and still wrong, so a person should check anything that creates a commitment. The misconception is that a polished draft is reliable enough to skip review, which is how invented terms reach customers.

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3. Opportunity splits can divide an opportunity's credit among several users by percentage, once the feature is enabled.

A True

B False

Answer: A (True)

Opportunity splits let an admin allocate a share of an opportunity to other users so credit can be shared, and the feature must be turned on before it is used. The misconception to avoid is that teams and splits are the same thing, since teams add users to a deal for collaboration and access, not to divide credit.

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4. The standard feature that combines up to three duplicate contact records into one record is called _____.

Answer: **merge** (also accepted: merge records)

The merge tool keeps one master record and folds up to three duplicates into it, which combines their related data. Mass transfer is the tempting answer, because it also changes many records at once, but it reassigns ownership rather than combining duplicates.

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5. In the triple constraint, scope, schedule, and _____ are the three factors a project manager must balance.

Answer: **cost** (also accepted: budget)

Scope, schedule, and cost form the classic triple constraint, and changing one usually moves the other two. Quality is the tempting answer, since it matters to every project, but it sits at the center of the triangle rather than being one of its three sides.

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6. Which two design choices help a sales team that works from anywhere? (Choose two.)

A Require reps to return to the office to log every call

B Give reps the Salesforce Mobile app so they reach the same records and Lightning pages

C Keep the sales process on paper binders at the office

D Limit access to the desktop Classic interface only

E Turn on email integration so messages sync from each rep's inbox

Answer: **B, E**

Mobile access to the same records and email integration let reps work from any location without losing their data. Paper binders are the tempting distractor, since they feel simple, but they keep the sales process out of the shared system the team needs.

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7. In the standard forecast categories, deals the rep expects to close during the current period are placed in the _____ category.

Answer: **Commit** (also accepted: Commit category)

The Commit category holds the deals a rep expects to close this period, which is why managers watch it closely. Best Case is the tempting answer, because it holds the upside above Commit, but Best Case deals are less certain than the ones the rep is committing to.

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8. After training, a team wants to confirm that users can complete the new opportunity process unaided in their daily work. Which ADKAR element is being measured?

A Awareness

B Knowledge

C Ability

D Reinforcement

Answer: C

Ability in ADKAR means people can apply new skills in their real work, which is what unaided completion of the process shows. Knowledge is the tempting distractor, because training builds it, but knowing how a process works is different from being able to carry it out under a normal workload.

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9. An opportunity can use only one price book at a time.

A True

B False

Answer: A (True)

An opportunity is linked to a single price book, which determines the products and prices offered for that deal. The misconception is that an opportunity can draw from several price books at once, which is why a mixed price setup has to be solved by choosing the right book.

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10. A rep wants a first draft of a follow-up email that references the customer's meeting notes. Which type of AI fits this task?

A Predictive AI

B Anomaly detection

C Numeric forecasting

D Generative AI

Answer: D

Generative AI creates new text from a prompt and the context it is given, such as a draft email. Predictive AI is the tempting distractor, because it also uses sales data, but it outputs scores or forecasts rather than written content.