PRACTICE QUESTIONS

Salesforce Certified Agentforce Sales Consultant

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QUESTIONS	10
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EXAM	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. Which Data Loader operation updates a record when an external ID matches and inserts a new record when nothing matches?

A Upsert
B Insert
C Extract
D Hard delete

Answer: A

Upsert matches each row on an external ID and then updates the match or inserts a new record. Insert is the tempting distractor, since it also creates records, but it always adds new ones and would duplicate existing data if the load were run again.

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2. A team needs a sandbox with a representative sample of production data to rehearse data migration and user acceptance testing, without copying every record. Which sandbox type fits?

A Developer sandbox with metadata only
B Partial Copy sandbox
C Full sandbox
D Scratch org

Answer: B

A Partial Copy sandbox holds a sample of production data up to a size limit, which suits realistic testing without copying everything. A Full sandbox is the tempting distractor, since it holds the most realistic data, but it copies everything, which this scenario does not require.

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3. A marketing operations team wants every new lead from the western region routed to the West queue automatically when the lead is created. Which feature should the consultant configure?

A A validation rule that blocks any lead whose region is not on the approved list
B A sharing rule that gives the West queue access to leads
C Lead assignment rules that check the region and assign a queue
D A Lead Status picklist value tied to the region

Answer: C

Lead assignment rules evaluate criteria such as region when a lead is created and route the lead to a user or queue. A sharing rule is the tempting distractor, because it also controls who sees leads, but it only extends access to records that already have an owner and does not route new leads.

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4. The org-wide default that hides each opportunity from users who do not own it or sit above its owner in the role hierarchy is _____.

Answer: Private

Private limits access to the owner and to users above the owner in the hierarchy, so other reps cannot see the deal. Public Read Only is the tempting answer, because it also restricts edits, but it lets every user see all opportunities.

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5. Which two practices most improve the success of a data migration? (Choose two.)

A Profile and clean the source data before loading it

B Skip the field mapping review because the field names look similar

C Load all child records first to save time

D Turn off duplicate rules for the whole migration and never turn them back on

E Run a trial load in a sandbox and reconcile the results

Answer: A, E

Profiling and cleaning source data before loading stops bad values from entering the org, and a sandbox trial load with reconciliation proves the process before production. Loading children first is the tempting distractor, since it looks like a time saver, but child records need their parents to exist before they can be linked.

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6. Which two elements in a Statement of Work help prevent scope disputes later? (Choose two.)

A A list of out-of-scope items and the assumptions behind the estimate

B A calendar of the consultant's leave dates

C A promise to add any requested feature at no charge

D A guaranteed percentage increase in sales

E Deliverables with agreed acceptance criteria

Answer: A, E

Deliverables with acceptance criteria define what done means, and a list of exclusions with assumptions defines what is not included. A promise to add features at no charge is the tempting distractor, because it reassures the customer, but it removes the change control that protects the scope.

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7. When a generative model produces a confident answer that its source data does not support, the output is called a _____.

Answer: hallucination (also accepted: hallucinated output)

A hallucination is output that sounds plausible but is not supported by the data or facts behind it. Bias is the tempting answer, because biased output is also a serious problem, but bias describes systematic skew in outcomes rather than an invented answer.

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8. When a rep syncs a quote to an opportunity, what is kept aligned between the two records?

A The quote's expiration date becomes the opportunity's close date

B The opportunity's stage moves to Closed Won automatically

C The account's billing address overwrites the quote's address

D The quote's line items and total amount sync to the opportunity's products

Answer: D

Syncing a quote updates the opportunity's products and amount so the deal figures match the quote. The expiration date is the tempting distractor, since quotes do carry dates, but the quote's expiration date is not what sets the opportunity's close date.

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9. Which two metrics would most directly help a sales leader judge whether the current pipeline is likely to meet the forecast? (Choose two.)

A Pipeline coverage ratio against remaining quota

B Website pageviews on the pricing page

C Win rate on opportunities that have been decided

D Count of Chatter posts per week

E Number of distinct campaign names created

Answer: A, C

Pipeline coverage compares open pipeline with the quota still to hit, and win rate shows how often decided deals are won, so together they test whether the forecast is realistic. Website pageviews are the tempting distractor, since traffic looks like demand, but a pageview does not show a deal moving toward a close.

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10. A consultant built a new Flow in a sandbox and must move the Flow, a custom field, and the related page layout to production, with an admin reviewing the package first. Which tool does this?

A Change sets

B Data Loader

C Data Import Wizard

D Mass Transfer Records

Answer: A

Change sets package configuration components such as flows, custom fields, and layouts for deployment between connected orgs. Data Loader is the tempting distractor, since it also moves information into orgs, but it handles data rows rather than configuration components.