PRACTICE QUESTIONS

Salesforce Certified Agentforce Service Consultant

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QUESTIONS	10
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10 practice questions for the Salesforce Certified Agentforce Service 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-service-consultant**. Spotted a mistake? Email support@aiexamcerts.com with the exam name and the question number.

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1. A supervisor wants to see every morning how many open cases sit in each queue. Which Salesforce tool gives the clearest view?

A A Flow debug log of the last day's runs

B A connected app that exports case data to email

C A report grouped by queue, shown on a dashboard

D A permission set group for the supervisor team

Answer: C

A report grouped by queue, placed on a dashboard, shows the open-case count per queue at a glance. A Flow debug log is the most tempting distractor when a supervisor is hunting for errors, but it shows Flow runs rather than queue counts. A connected app and a permission set group do not show a queue view.

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2. After a migration, comparing record counts and key totals between the source system and Salesforce is called _____.

Answer: reconciliation (also accepted: data reconciliation)

Reconciliation compares what was sent with what arrived, such as record counts and sums, to prove the load is complete. It is the evidence a consultant uses to sign off a migration before cutover. Testing in a sandbox is related, but reconciliation is the specific comparison of totals that shows nothing was lost.

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3. A client's order data stays in its ERP, and agents need to see it on the case page without copying it into Salesforce. Which approach fits?

A A nightly CSV upload into a long text field on the case

B Turning off case page layouts so the ERP data stays hidden

C Giving agents the ERP login inside the Service Console

D Salesforce Connect, which reads ERP data live on demand through external objects

Answer: D

Salesforce Connect exposes external data as external objects that are read live, so agents see current ERP data without a copy. A nightly CSV upload is the most tempting distractor, because it is simple, but it creates stale copies and extra storage. Hiding layouts and sharing a login do not connect the data to the case.

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4. Which metric, usually calculated from a short post-interaction survey, reflects how customers felt right after an interaction ended?

A Customer satisfaction (CSAT)

B Average handle time (AHT)

C Average speed of answer (ASA)

D Abandonment rate

Answer: A

CSAT is usually the share of survey responses that rate the interaction as satisfied, which makes it a perception measure collected after the contact. AHT and ASA are operational timings taken from call and queue data, not from customer feedback. The most tempting distractor is AHT, because efficiency is often read as a sign of good service, but a fast contact can still leave the customer unhappy.

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5. Which two actions help a consultant manage stakeholders during an implementation? (Choose two.)

A Keep open requirement decisions private until go-live

B Confirm the decision makers and agree who is responsible for each scope decision

C Accept every request to avoid conflict during the build

D Hide budget risks from the sponsor until the second phase

E Share status updates on a fixed cadence with the sponsor and frontline users

Answer: B, E

Clear decision rights and a steady update rhythm keep stakeholders aligned and reduce surprises late in the project. Keeping decisions private and hiding budget risks both erode trust. The most tempting distractor is accepting every request, since it seems to avoid conflict, but it leads to scope creep and an unfinished solution.

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6. Which Salesforce sandbox type gives a consultant a complete copy of production data and metadata for realistic testing?

A Developer sandbox

B Full copy sandbox

C Developer Pro sandbox

D Partial Copy sandbox

Answer: B

A full copy sandbox includes all production data and metadata, so it is the closest match for realistic testing. Developer and Developer Pro sandboxes carry metadata without the production records. The most tempting distractor is the Partial Copy sandbox, since it does include data, but it holds only a sample rather than the complete copy.

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7. The _____ is the baseline record access level for an object before sharing rules and the role hierarchy add access.

Answer: organization-wide default (also accepted: organization wide default, org-wide default, org wide default, OWD)

The organization-wide default sets the baseline access level, and sharing rules and the role hierarchy open access above it. Changing the default affects every user, so it is a design decision rather than a per-user setting. Design documents often shorten it to OWD, which is why the abbreviation is accepted.

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8. Customers submit support requests from the company website without logging in, and each request should create a case automatically. Which feature fits best?

A Omni-Channel presence configuration for the service team

B Knowledge article data categories for the public site

C Web-to-Case, which generates a form for the website

D Entitlement templates tied to the customer's account

Answer: C

Web-to-Case creates a case from a form embedded in the website, which suits a customer who submits without logging in. Data categories are the most tempting distractor because public content is involved, but they control which articles are visible rather than how cases are created. Presence configuration and entitlement templates do not handle intake from a website form.

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9. Field-level security encrypts a field's stored value at rest, so that a direct database read cannot reveal it.

A True

B False

Answer: B (False)

Field-level security controls whether users can see or edit a field, but it does not encrypt the stored value. Encryption at rest is a separate control, such as Shield Platform Encryption, so the two do not replace each other. Confusing visibility with encryption is a common design error that this question is built to catch.

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10. What happens to the previously published version when an author publishes a new version of the same article?

A The previous version is deleted permanently from the org

B Both versions stay published under the same article title

C The article is converted into a case for the support team

D The previous published version is moved to archived status

Answer: D

Only one version of an article is published at a time, so publishing a new version moves the old one to archived. Deleting the old version is the most tempting distractor, because it sounds like cleanup, but archiving keeps the history and avoids losing content. Two live versions would confuse users, and converting the article into a case is not part of publishing.