PRACTICE QUESTIONS

Salesforce Certified Agentforce Service Consultant

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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 retailer wants shoppers on a product page to chat with an agent without leaving the page. Which channel fits best?

A Messaging in App and Web, placed on each product page for live chat

B Email-to-Case, with routing addresses for sales questions

C Knowledge data categories for the product catalog pages

D Entitlement milestones for first response on each product

Answer: A

Messaging in App and Web runs a chat inside the site or app, so the shopper stays on the page while talking to an agent. Email-to-Case is the most tempting distractor for sales questions, but email is asynchronous and takes the shopper away from the page. Data categories and milestones do not provide a live chat channel.

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2. Which two design measures help protect sensitive customer data in a service solution? (Choose two.)

A Apply field-level security to sensitive fields such as government ID numbers

B Store customer passwords in a plain custom text field for the agent team

C Enable Shield Platform Encryption for the sensitive fields in the data model

D Let every agent export all reports to a personal spreadsheet

E Turn off audit history on case edits to keep the org faster

Answer: A, C

Field-level security restricts who can see a sensitive field, and Shield Platform Encryption protects the stored value at rest. Storing passwords in a plain text field, exporting everything to personal files and turning off audit history all increase exposure. The most tempting distractor is the audit history option, since it looks like a performance trade-off, but audit trails are part of protecting customer data.

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3. Any case that sits 48 hours without an update should move to a senior queue automatically. Which feature fits?

A Web-to-Case, with a form that sets the case origin

B Case escalation rules that reassign stale cases

C Quick Text, with snippets that agents insert into replies

D Data Loader, with a mapping file for the case records

Answer: B

Escalation rules act on cases that age past a time trigger, so they can move a stale case to another queue without an agent acting. Web-to-Case is the most tempting distractor, since it is the case-creating feature in this list, but it runs at intake rather than on a timer. Quick Text and Data Loader do not handle time-based ownership changes.

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4. A knowledge article in Draft status is visible to customers on an Experience Cloud site.

A True

B False

Answer: B (False)

Draft versions are work in progress, so they are not published and customers cannot see them on the site. Only published articles reach the self-service audience. The mistake the question invites is assuming a draft is visible because the authors can already read it internally.

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5. A dashboard is set to run as a specific user. What does that setting control?

A The colors and fonts used for each chart on the dashboard

B The time of day when the dashboard is emailed out to subscribers

C Which records the data includes, based on that user's access

D The Omni-Channel queue that the dashboard reads its data from

Answer: C

A standard dashboard shows data as its running user can see it, so the running user's access decides which records are included. Chart colors are set separately, and the email schedule is a delivery setting. The most tempting distractor is the email schedule, because teams often set the running user and the schedule together, but the schedule does not change what data is visible.

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6. Where should a consultant store the endpoint and authentication details for an outbound Apex callout?

A Hard-coded inside each Apex class that makes the call

B In a case comment that the integration user reads

C In the personal settings of the user who runs the callout

D In a named credential that Apex calls by name, so secrets stay out of code

Answer: D

A named credential holds the endpoint and authentication settings, and Apex refers to it by name, so secrets stay out of the code. Hard-coding the endpoint in each class is the most tempting distractor, because it works on day one, but it spreads secrets across the code and makes rotation painful. Case comments and personal settings are not secure places for integration credentials.

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7. An article that is no longer accurate should be moved to the _____ status so it is hidden from users but kept for records.

Answer: Archived

Archiving removes an article from active use while keeping it on record, which suits content that is outdated but still needed for history. Deleting it would lose that history. Draft would only pull the article back into editing rather than removing it from users.

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8. Which risk is most directly tied to an AI agent that answers customers from knowledge articles that are outdated or unreviewed?

A Customers get confident wrong answers, which drives repeat contacts

B Average speed of answer on voice queues rises as more agents go online

C Cases can no longer be routed to a queue through Omni-Channel

D Agents lose the ability to add internal notes to case records

Answer: A

A fluent answer built on stale or unreviewed content can be wrong, and customers act on it with confidence. The wrong answer usually returns as a repeat contact, which lowers first contact resolution. The most tempting distractor is the speed-of-answer option, but answer quality does not change queue speed or routing.

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9. Which practice best prevents duplicate account and contact records during a service rollout?

A Give every consultant the System Administrator profile for the build

B Activate duplicate rules and matching rules before loads and go-live

C Turn off page layouts on the Case object until the rollout ends

D Export all records to a spreadsheet each night for manual review

Answer: B

Duplicate rules and matching rules flag or block records that match existing ones, so they must be active before the load and during go-live. Giving everyone administrator access does not stop duplicates and creates a security risk. The most tempting distractor is the nightly spreadsheet, which looks like a control but cannot stop a duplicate from being created in the live org.

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10. An AI agent should pass the conversation context to a human agent at handoff, so the customer does not repeat their details.

A True

B False

Answer: A (True)

Passing context at handoff keeps the customer from repeating details, which is one of the most common complaints about transfers. The human agent can then pick up the case with the history in view. A handoff that drops the context forces the customer to start over, which this design requirement is meant to prevent.