

PRACTICE QUESTIONS

Salesforce Certified Agentforce Specialist

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EDITION Free Set 1

QUESTIONS 10

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EXAM Salesforce Certified Agentforce Specialist

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10 practice questions for the Salesforce Certified Agentforce Specialist exam, each followed by its answer and a short explanation. More free sets and the full practice exam:

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1. Which situation most clearly calls for a new agent topic rather than an extra instruction in an existing topic?
- A A typo in one of the agent's responses that a reviewer caught during the weekly content review
 - B A request to change the wording of one existing response
 - C A need to rename an existing action
 - D A distinct customer intent with its own actions and scope

Answer: D

Topics group a distinct customer intent with its own instructions, actions, and scope, so the planner can route to them accurately. Stuffing an unrelated request into an existing topic is the tempting shortcut, but it blurs routing and makes the agent behave inconsistently across intents.

2. Agentforce can draw on Data Cloud as a source of _____ so that its responses reflect the customer's unified profile.

Answer: grounding (also accepted: grounding data, grounded data)

Grounding supplies relevant, current data to the agent at response time, which reduces invented answers. Training a new model on customer records is the tempting alternative, but Agentforce grounds responses in retrieved data rather than retraining the model for each customer.

3. A topic's actions occasionally run for a customer who has not been verified. Which design change best prevents this?
- A Add an identity verification step before the sensitive action is allowed to run
 - B Make the action run for everyone so no one is blocked
 - C Hide the topic from the agent without changing anything else, so the old behavior returns for every customer
 - D Remove the topic's instructions entirely

Answer: A

Gating sensitive actions behind verification keeps the agent from acting on unverified identities. Making the action unconditional is the tempting distractor, since it avoids friction, but it turns a control into a vulnerability.

4. An agent's actions run only after the topic that owns them has been selected.
- A True
 - B False

Answer: A (True)

Actions are attached to topics, so the planner selects a topic first and then works with the actions configured for it. The statement is true.

5. Which two items should be validated before an agent goes live on a service channel? (Choose two.)
- A The number of sandbox users who logged in this month
 - B The total number of topics configured for the agent
 - C The escalation paths into a staffed queue
 - D The number of unused test records
 - E The handoff context that reaches the human agent with the conversation

Answer: C, E

Escalation paths must reach a queue that is actually staffed, and the handoff must carry the conversation context so agents do not restart it. The topic count is the tempting distractor, since it is easy to report, but it has no bearing on whether the service works.

6. Which step should come first when setting up a new agent in Agentforce Builder?
- A Define the agent's role, the topics it covers, and the actions each topic needs
 - B Load the full customer database into the agent as reference text
 - C Publish the agent to every channel
 - D Delete the default test data

Answer: A

Defining the role, topics, and actions first gives the rest of the configuration a clear purpose and scope. Loading the customer database is the tempting distractor, since it looks like preparation, but it adds data before the agent has any scope for using it safely.

7. Which approach best evaluates an agent's responses at scale before release?
- A Asking one tester to try three greetings
 - B Reading only the first conversation of each day
 - C Running a batch of test cases with expected outcomes and reviewing the failures
 - D Measuring only the number of conversations started each day, along with how many were opened by agents

Answer: C

Batch tests with expected outcomes give repeatable evidence and surface failing scenarios quickly. Spot-checking a few greetings is the tempting distractor, since it feels representative, but it misses the edge cases a structured batch covers.

8. The safety and privacy controls that screen generative prompts and responses for toxic content and sensitive data are collectively called the Einstein _____ Layer.

Answer: Trust

The Einstein Trust Layer is the set of controls around generative calls, including data masking, toxicity detection, and audit trails. Generic guardrails are the tempting distractor, since they describe a similar idea, but the platform's named control set is the Trust Layer.

9. Why should a prompt template avoid asking the model for facts that the template has not supplied?
- A Because the model will always refuse to answer any request that mentions a product, a customer, or a price
 - B Because grounding should supply the facts, and unsupported claims are a hallucination risk
 - C Because any fact in a template is stored permanently by the model provider
 - D Because the model already holds current facts about every customer in the org

Answer: B

Facts supplied through grounding are the reliable source, and asking for facts that were not supplied invites hallucination. Expecting a refusal is the tempting distractor, but models often answer confidently instead of refusing.

10. Which metric best shows whether an agent resolved the customer request without help?
- A The number of messages in the chat
 - B The average length of the first reply
 - C The number of topics configured in the agent, including the topics that were retired two releases ago
 - D Containment rate as the share of conversations resolved without a human handoff

Answer: D

Containment is the share of conversations completed without a human handoff, which is closer to resolution than message count. Message count is the tempting distractor, since long chats can mean either success or struggle, so volume alone does not show resolution.