

PRACTICE QUESTIONS

Salesforce Certified Agentforce Specialist

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EDITION	Free Set 2
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 configuration best controls the tone and persona an agent uses in its replies?
 - A The agent's instructions and persona configuration
 - B The number of compute units assigned to the org, which sets how many responses the agent can produce per hour
 - C The customer's preferred language setting
 - D The sharing rule applied to the knowledge articles

Answer: A

Tone and persona are set through the agent's instructions and persona configuration, which shape every response. Compute allocation is the tempting distractor, since it affects performance, but it has no say in how the agent sounds to a customer.

2. An out-of-date knowledge article can be ignored safely because the model already knows the correct policy.
 - A True
 - B False

Answer: B (False)

Retrieved content is what the agent relies on, so stale articles produce stale answers, and the model cannot be trusted to know current policy on its own. The statement is false.

3. A grounded answer must be traceable to the knowledge article it used. Which principle supports this?
 - A Answers should never reference a source
 - B Retrieved data should be summarized without keeping any link to the original record
 - C Responses should be traceable to the retrieved data they used
 - D Articles should be duplicated for each customer so that every conversation has its own private copy of the policy

Answer: C

Traceable answers let reviewers verify claims and let the team fix the source when it is wrong. Answers that never reference a source are the tempting distractor, since they look cleaner, but they make errors impossible to audit.

4. An agent that hands a conversation to a person when it cannot resolve the request is said to _____ the conversation.

Answer: escalate

Escalation transfers the conversation along with its context so the customer does not have to repeat themselves. Ending the chat is the tempting alternative, but it leaves the customer without help. Escalation rules should be tested like any other behavior.

5. Which two actions help an agent's topics route requests reliably? (Choose two.)

- A Writing overlapping classification descriptions for several topics
- B Writing distinct, specific classification descriptions for each topic
- C Merging all topics into one broad topic with a short classification description
- D Removing all example utterances from testing
- E Reviewing misrouted test conversations and tightening the descriptions

Answer: B, E

Distinct classification descriptions give the planner clear boundaries, and reviewing misrouted conversations shows which descriptions need tightening. Overlapping descriptions are the tempting distractor, since broad wording seems to catch more requests, but overlap sends requests to the wrong topic.

6. Which practice keeps prompt templates maintainable as products change?

- A Hard-coding product prices into every template so that the prices are visible to the model without any lookup
- B Referencing live data fields instead of copying static values into the template text
- C Keeping one template per customer
- D Storing templates only in personal documents

Answer: B

Live field references stay current when records change, so templates do not drift from reality. Hard-coded prices are the tempting distractor, since they are quick to type, but they go stale and must be edited in every template that uses them.

7. Which statement best describes the planner in an Agentforce agent?
- A A report that tracks how often each topic is used
 - B A list of approved channels for the agent
 - C A component that only formats the final output for the customer after the reply has been fully written
 - D The reasoning step that selects a topic and its actions for each user request

Answer: D

The planner reads the conversation and decides which topic and actions fit the request. A formatting component is the tempting distractor, because output formatting does happen at the end, but formatting happens after the decision rather than making it.

8. A passing batch test proves that an agent will answer every future customer question correctly.
- A True
 - B False

Answer: B (False)

Tests cover only the cases that were written, so new phrasing and unforeseen intents still need monitoring after release. The statement is false.

9. What is the main purpose of test data before an agent is released?
- A To replace production records
 - B To train the model on live customer conversations
 - C To verify behavior on realistic cases without touching real customers
 - D To give the agent extra permissions so that it can run every action in the org during the test pass

Answer: C

Test data lets the team exercise topics and actions against realistic cases in a safe environment. Using production records directly is the tempting distractor, since it looks more realistic, but it exposes live customer data and can trigger real side effects.

10. Which scope boundary is most important for a refund topic?
- A Refund requests are logged but never routed to a queue
 - B Refund requests above the policy limit are handed off to a person
 - C Refunds are issued automatically for any amount the customer requests
 - D Refund requests are answered in any language without limits, including requests from accounts that were never verified

Answer: B

Stating the policy limit and handing off requests above it keeps the agent within the authority the business has granted. Refunding any requested amount is the tempting distractor, since it sounds customer-friendly, but the policy limit, not the request, sets what the agent may approve.