

Boost up Your Certification Score

Salesforce

Certified-Agentforce-Service-Consultant

Certified Agentforce Service Consultant Certification Exam



For More Information – Visit link below:

<https://www.examsboost.com/>

Product Version

- ✓ Up to Date products, reliable and verified.
- ✓ Questions and Answers in PDF Format.

Latest Version: 6.0

Question: 1

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save service reps time so they can work on more complex issues. The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots. What should a consultant do to address the risk?

- A. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- B. Share information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.
- C. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.

Answer: B

Question: 2

An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.

Which solution should the consultant recommend to meet the requirement?

- A. Search and remove all customer information, including records and in unindexed free-text fields, and refresh sandboxes to ensure no data retention.
- B. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable.
- C. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.

Answer: A

Question: 3

Universal Containers (UC) is preparing to implement Agentforce Service and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Agentforce Service. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on the stakeholder who submitted them.
- B. Identify and prioritize the requirements for the minimum viable product.
- C. Prioritize the requirements based on requests from the regions.

Answer: B

Question: 4

Universal Containers (UC) is implementing Agentforce Service within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should an Agentforce Service Consultant recommend that UC's Salesforce Admin do in this scenario?

- A. Conduct testing in a preview sandbox so the team can adjust features that will be affected by the release.
- B. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C. Postpone the release to the production org so the team can finish the project before the release is deployed.

Answer: A

Question: 5

Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.

Which best practice should a consultant recommend?

- A. Deduplicate the data before importing into Salesforce.
- B. Import the records and use Duplicate Management.
- C. Import the records and create a Row to change the data type.

Answer: A

Question: 6

Cloud Tech Support is preparing to deploy Agentforce Service with new features including Case Escalation Rules and a Knowledge Base. Their current support staff is accustomed to email-only case management. The company wants minimal downtime and a high adoption rate for the new solution. What should the Agentforce Service Consultant recommend to prepare the support reps for the transition?

- A. Assign power users to configure the system and handle questions post-launch without a formal enablement plan.
- B. Develop just-in-time video tutorials and provide access after go-live so reps can learn as they use the system.
- C. Deliver a combination of hands-on training and Trailhead-based learning aligned to business processes before deployment.

Answer: C

Thank You for Trying Our Product

For More Information – **Visit link below:**

<https://www.examsboost.com/>

15 USD Discount Coupon Code:

G74JA8UF

FEATURES

- ✓ **90 Days Free Updates**
- ✓ **Money Back Pass Guarantee**
- ✓ **Instant Download or Email Attachment**
- ✓ **24/7 Live Chat Support**
- ✓ **PDF file could be used at any Platform**
- ✓ **50,000 Happy Customer**



Visit us at: <https://www.examsboost.com/test/certified-agentforce-service-consultant>