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最新問題: 1

ユニバーサルコンテナ (UC) は、エージェントのナレッジ記事へのアクセスを制限し、知識で質問に答える「アクション」。

UC はこれをどのように達成すべきでしょうか？

- A. 許可された記事のタイトルまたは ID のリストを指定して、エージェントへのスコープ指示を定義します。
- B. データ ライブラリ リトリバーを更新して、ナレッジ記事のカスタム フィールドでフィルター処理します。
- C. ナレッジ記事にデータ カテゴリを割り当て、Agentforce データ ライブラリでデータ カテゴリ フィルターを定義します。

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation: UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let's evaluate the options for scoping agent access.

* Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.

Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce's security model, making it incorrect.

* Option B: Update the Data Library Retriever to filter on a custom field on the Knowledge article.

While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.

* Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library. Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC's goal. This is a native, documented solution, making it the correct answer.

Why Option C is Correct: Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Data Library > Knowledge Filters - Describes Data Category filtering.
- * Trailhead: Ground Your Agentforce Prompts - Covers limiting Knowledge scope.
- * Salesforce Help: Knowledge in Agentforce - Recommends categories for access control.

最新問題: 2

Universal Containers は、サービス エージェントが自然言語を使用して注文の現在の履行状況を照会できるようにしたいと考えています。注文履行プロセスの記録システムである Oracle ERP から情報を照会するための自動起動フローが既に存在します。

Agentforce は会話型 AI のパワーをこのユースケースにどのように適用すべきでしょうか?

- A. プロンプト ビルダーで Flex プロンプト テンプレートを作成します。
- B. フローを呼び出すカスタム コパイロット アクションを作成します。
- C. エージェントで統合フローの標準アクションを構成します。

Answer: ([解答を表示する](#))

To enable Universal Containers service agents to query the current fulfillment status of an order using natural language and leverage an existing auto-launched flow that queries Oracle ERP, the best solution is to create a custom copilot action that calls the flow. This action will allow Agent to interact with the flow and retrieve the required order fulfillment information seamlessly. Custom copilot actions can be tailored to call various backend systems or flows in response to user requests.

- * Option B is correct because it enables integration between Agent and the flow that connects to Oracle ERP.
- * Option A (Flex prompt template) is more suited for static responses and not for invoking flows.
- * Option C (Integration Flow Standard Action) is not directly related to creating a specific copilot action for this use case.

References:

- * Salesforce Agent Actions: https://help.salesforce.com/s/articleView?id=einstein_copilot_actions.htm

最新問題: 3

ホテルリゾートの営業チームは、ゲストの興味に関するゲスト概要を生成し、各ゲストのプロファイルに記録されたアクティビティの好みに基づいて推奨事項を提供したいと考えています。概要は連絡先レコードページでのみ利用できるようにしたいと考えています。チームはどの AI 機能を使用すればよいでしょうか。

A. モデルビルダー

B. エージェントビルダー

C. プロンプトビルダー

Answer: C (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let's assess the options.

* Option A: Model Builder Model Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It's not designed for generating text summaries or embedding them on record pages, making it incorrect.

* Option B: Agent Builder Agent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn't meet the location-specific requirement, making it incorrect.

* Option C: Prompt Builder Einstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is available only where specified, meeting the team's needs perfectly and making it the correct answer.

Why Option C is Correct: Prompt Builder's ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team's requirements, as supported by Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts - Details placement on record pages.

* Trailhead: Build Prompt Templates in Agentforce - Covers summaries from object data.

* Salesforce Help: Customize Record Pages with AI - Confirms Prompt Builder integration.

最新問題: 4

Agentforce スペシャリストは、エージェントのパフォーマンスのトラブルシューティングをしたいと考えています。エージェントのエラー、誤ってトリガーされたアクション、不完

全なプランなど、エージェントとのすべてのユーザー インタラクションにアクセスするには、Agentforce スペシャリストはどこにアクセスすればよいでしょうか。

- A. プランキャンバス
- B. エージェント設定
- C. イベントログ

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation: The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting. Let's evaluate the options.

* Option A: Plan Canvas Plan Canvas in Agent Builder visualizes an agent's execution plan for a single interaction, useful for design but not for aggregated troubleshooting data like errors or all interactions, making it incorrect.

* Option B: Agent Settings Agent Settings configure the agent (e.g., topics, channels), not provide interaction logs or error details. This is for setup, not analysis, making it incorrect.

* Option C: Event Logs Event Logs in Agentforce (accessible via Setup or Agent Analytics) record all user interactions, including errors, incorrectly triggered actions, and incomplete plans. They provide detailed telemetry (e.g., timestamps, action outcomes) for troubleshooting performance issues, making this the correct answer.

Why Option C is Correct: Event Logs offer the full scope of interaction data needed for troubleshooting, as per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Agent Analytics > Event Logs - Details interaction and error logging.

* Trailhead: Monitor and Optimize Agentforce Agents - Recommends Event Logs for troubleshooting.

* Salesforce Help: Agentforce Performance - Confirms logs for diagnostics.

最新問題: 5

Universal Containers は、Agentforce for Sales を利用して、取引成立のためのガイダンスと手順を含む AI 生成プランを提供することで、営業担当者が販売ノルマを達成できるようにしたいと考えています。この要件を満たす機能はどれですか。

- A. アカウントプランの作成
- B. 類似の取引を探す
- C. クローズプランの作成

Answer: C ([メッセージを残す](#))

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals. Let's evaluate the options based on Agentforce for Sales features.

* Option A: Create Account Plan While account planning is valuable for long-term strategy, Agentforce for Sales does not have a specific "Create Account Plan" feature focused on closing individual deals.

Account plans typically involve broader account-level insights, not deal-specific closure steps, making this incorrect for UC's requirement.

* Option B: Find Similar Deals "Find Similar Deals" is not a documented feature in Agentforce for Sales. It might imply identifying past deals for reference, but it doesn't involve generating plans with guidance and steps for closing current deals. This option is incorrect and not aligned with UC's goal.

* Option C: Create Close Plan The "Create Close Plan" feature in Agentforce for Sales uses AI to generate a detailed plan with actionable steps and guidance tailored to closing a specific deal. Powered by the Atlas Reasoning Engine, it analyzes deal data (e.g., Opportunity records) and provides reps with a roadmap to meet quotas. This directly meets UC's requirement for AI-generated plans focused on deal closure, making it the correct answer.

Why Option C is Correct: "Create Close Plan" is a specific Agentforce for Sales capability designed to help reps close deals with AI-driven plans, aligning perfectly with UC's needs as per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Agentforce for Sales > Create Close Plan - Details AI-generated close plans.

* Trailhead: Explore Agentforce Sales Agents - Highlights close plan generation for sales reps.

* Salesforce Help: Sales Features in Agentforce - Confirms focus on deal closure.

最新問題: 6

Universal Containers はユーザー向けに Agentforce を実装しました。あるユーザーから、エージェントが過去 7 日間のアクティビティを削除していないという苦情がありました。この問題の原因は何ですか？

A. Agentforce にはユーザーのレコードを削除する権限がありません。

B. Agentforce レコード削除アクション権限がユーザーに関連付けられていません。

C. Agentforce には標準のレコード削除アクションがありません。

Answer: C (メッセージを残す)

* Context of the Question Universal Containers (UC) uses Agentforce, a specialized AI-driven assistant for Salesforce. A user reports that an Agent is unable to delete recent activities.

* Why Agentforce Cannot Delete Records

* Agentforce's Standard Actions: Agentforce typically has predefined or "standard" actions like Create, Update, or Summarize records. However, a standard Delete Record action is not part of the default set of Agentforce actions.

* Implication: If Agentforce has no built-in delete functionality, it cannot remove activities- even if the user has permission to delete them in the Salesforce UI.

* Why Other Options Are Incorrect

* Option A - Permission to Delete the User's Records: Standard Salesforce user permissions do not automatically extend to Agentforce's capabilities. Even if the user can delete records, that doesn't grant Agentforce a new action.

* Option B - Agentforce Delete Record Action Permission: There is no separate "Delete Record Action permission" for Agentforce to be toggled. The relevant issue is that the standard Delete Record action does not exist within Agentforce out of the box.

* Conclusion The core reason for the issue is that Agentforce does not support a standard Delete Record action (Choice C).

Salesforce Agentforce Specialist References & Documents

* Salesforce Official Documentation - Agentforce (Note: Agentforce may be a pilot or specialized feature; check pilot release notes or official docs for standard actions.)

* Salesforce Agentforce Specialist Study Guide Covers the limitations of certain AI-enabled features regarding record operations.

最新問題: 7

サービス エージェントは、旅行情報を保存するカスタム オブジェクトを確認しています。最近、気象警報を受け取ったため、この旅程に関連する顧客のフライトをキャンセルする必要があります。サービス エージェントは、顧客のフライトのキャンセルと再予約に関するナレッジ記事を確認する必要があります。

エージェントがこれを達成するのに役立つエージェント機能はどれですか？

A. 利用可能なアクションに基づいてタスクを実行し、アクセス可能なナレッジ記事の情報を使用して質問に答えます。

B. 外部データを呼び出してナレッジ記事を作成するフローを呼び出します。

C. エージェントが入力したプロンプトに基づいてナレッジ記事を生成し、フライトをキャンセルする手順を作成します。

Answer: ([解答を表示する](#))

In this scenario, the Agent capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles.

Agent can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow.

This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:

* B refers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.

* C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.

References:

- * Salesforce Documentation on Agent
- * Trailhead Module on Einstein for Service

最新問題: 8

Salesforce Agentforce スペシャリストは、プロンプト テンプレートの非効率性に関する顧客からのフィードバックを確認しています。

プロンプト テンプレートの有効性を確保するために、Agentforce スペシャリストは何をすべきでしょうか？

- A. ユーザーからのフィードバックに基づいてテンプレートを監視および改良します。
- B. プロンプト ビルダー スコアカードを使用して監視します。
- C. テンプレートの接地オブジェクトを定期的に変更します。

Answer: B (メッセージを残す)

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

References:

- * Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.
- * Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.
- * Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

最新問題: 9

Universal Containers は、Einstein Trust Layer を Einstein Generative AI Audit Data と組み合わせて活用することを検討しています。

Einstein Trust Layer を使用して利用できる監査データはどれですか？

- A. 応答精度と攻撃性スコア
- B. 幻覚スコアとバイアススコア
- C. マスクされたデータと毒性スコア

Answer: C (メッセージを残す)

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment.

The audit data available through the Einstein Trust Layer includes information about masked data-which ensures sensitive information is not exposed-and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

References:

* Salesforce Agentforce Specialist Documentation - Einstein Trust Layer: Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to maintain compliance and trust.

最新問題: 10

Universal Containers には、注文処理システムから注文のリアルタイム ステータスを取得するためのフローを呼び出すカスタム エージェント アクションがあります。

特定のフローでは、Agentforce スペシャリストは実行中のユーザーのデータ アクセスについて何を考慮すればよいでしょうか？

A. フローでは、権限、フィールド レベルのセキュリティ、共有設定の詳細設定で「共有あり」権限が選択されている必要があります。

B. カスタム アクションは、フロー内で構成されたアクセス許可、保持レベルのセキュリティ、および共有設定に準拠します。

エージェントは常にシステム モードでフローを実行するため、実行中のユーザーのデータ アクセスは返されるデータに影響しません。

Answer: B (メッセージを残す)

When a flow is invoked via a custom Agent action, its data access depends on the flow's runtime configuration, not system mode by default. Salesforce flows can be configured to respect the running user's permissions and sharing settings:

* If the flow is set to "Run as the User Who Launched the Flow" (enabled in Flow Settings), it adheres to the user's permissions, field-level security (FLS), and sharing rules.

* Option C is incorrect because flows do not always run in system mode unless explicitly configured to do so.

* Option A is misleading because "with sharing" is an Apex concept, not a flow setting.

Flows use runtime settings like FLS and sharing enforcement.

References:

* Salesforce Help: Flow Runtime and Security Context

* Flow Settings: "Run with User Permission and Field-Level Security" ensures data access aligns with the user's permissions.

最新問題: 11

組織は、Einstein Trust レイヤーを使用して、マスクされたデータをどのように監査、追跡、表示すればよいでしょうか？

- A. LLM が送信したすべてのプロンプトをキャプチャして Data Cloud に保存する監査証跡を活用します。
- B. セットアップで、プロンプト ビルダーを使用して、マスクされたデータを要求するプロンプトを LLM に送信します。
- C. セットアップで監査証跡にアクセスし、ユーザーが生成したすべてのプロンプトをエクスポートします。

Answer: A (メッセージを残す)

The Einstein Trust Layer is designed to ensure transparency, compliance, and security for organizations leveraging Salesforce's AI and generative AI capabilities. Specifically, for auditing, tracking, and viewing masked data, organizations can utilize:

- * Audit Trail in Data Cloud: The audit trail captures and stores all prompts submitted to large language models (LLMs), ensuring that sensitive or masked data interactions are logged. This allows organizations to monitor and audit all AI-generated outputs, ensuring that data handling complies with internal and regulatory guidelines. The Data Cloud provides the infrastructure for managing and accessing this audit data.
- * Why not B? Using Prompt Builder in Setup to send prompts to the LLM is for creating and managing prompts, not for auditing or tracking data. It does not interact directly with the audit trail functionality.
- * Why not C? Although the audit trail can be accessed in Setup, the user-generated prompts are primarily tracked in the Data Cloud for broader control, auditing, and analysis. Setup is not the primary tool for exporting or managing these audit logs.

More information on auditing AI interactions can be found in the Salesforce AI Trust Layer documentation, which outlines how organizations can manage and track generative AI interactions securely.

最新問題: 12

Agentforce は、セットアップで Einstein Generative AI をオンにしました。現在、Agentforce スペシャリストは、プロンプト ビルダーでカスタム プロンプト テンプレートを作成したいと考えています。ただし、セットアップ メニューでプロンプト ビルダーにアクセスできません。

問題の原因は何ですか？

- A. プロンプト テンプレート ユーザー権限セットが正しく割り当てられませんでした。
- B. プロンプト テンプレート マネージャーの権限セットが正しく割り当てられませんでした。
- C. Data Cloud で大規模言語モデル (LLM) が正しく構成されていません。

Answer: B (メッセージを残す)

In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this

permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

* Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

* Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

* Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

References:

* Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

最新問題: 13

Universal Containers は、現在の注文履行ステータスを大規模言語モデル (LLM) のプロンプトに組み込むことを希望しています。注文ステータスは、外部のエンタープライズ リソース プランニング (ERP) システムに保存されます。

Agentforce スペシャリストはどのデータ グラウンディング手法を推奨すべきでしょうか?

A. 永久オブジェクトレコードのマージフィールド

B. 外部サービス マージ フィールド

C. Apex マージフィールド

Answer: A (メッセージを残す)

* Context of the Requirement: Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

* Data Grounding in LLM Prompts: Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

* Why External Object Record Merge Fields:

* External Objects appear much like standard or custom objects but map to tables in external systems.

* You can reference fields from these External Objects in merge fields, allowing real-time data retrieval from the external ERP system without storing that data natively in Salesforce.

* This is a simpler "point-and-reference" approach compared to coding custom Apex or configuring external services for direct prompt embedding.

* Why Not External Services Merge Fields or Apex Merge Fields:

* External Services Merge Fields typically leverage flows or external service definitions.

While feasible, it is more about orchestrating or invoking external services for automation (e.g., Flow).

It's not the standard approach for seamlessly referencing external record data in prompt merges.

* Apex Merge Fields would imply custom Apex code controlling the prompt insertion. While possible, it's less "clicks not code" friendly and is not the default method for referencing typical record data.

* References and Study Resources:

* Salesforce Help & Training # Salesforce Connect and External Objects

* Salesforce Trailhead # "Integrate External Data with Salesforce Connect"

* Salesforce Agentforce Specialist Study Resources (documentation regarding how to ground LLM prompts using External Objects)

最新問題: 14

プロンプト テンプレートのバージョンが不変と記載されている場合、それはどういう意味ですか？

A. テンプレートの最新バージョンのみをアクティブ化できます。

B. テンプレートのすべての変更は、自動的に新しいバージョンとして保存されます。

C. プロンプト テンプレート バージョンがアクティブ化されました。このバージョンにはこれ以上の変更を保存できません。

Answer: ([解答を表示する](#))

When a prompt template version is immutable, it means that once the version is activated, it cannot be edited or modified. This ensures consistency in production environments where changes could disrupt workflows.

* Option A is incorrect: Any version (not just the latest) can be activated, depending on the use case.

* Option D is incorrect: Modifications require manually creating a new version; automatic versioning is not enforced.

* Option C is correct: Activation locks the version, enforcing immutability.

References:

* Salesforce Help: Prompt Template Versioning

* States that "activated prompt template versions are immutable and cannot be edited."

最新問題: 15

Agentforce は、ユーザー関連リストを使用して新しいプロンプト テンプレートを構築したいと考えています。

Agentforce スペシャリストは何を考慮すべきでしょうか？

A. ユーザー関連リストには「すべて表示」アクセス権が必要です。

B. ユーザー関連リストをレコード ページに含める必要があります。

C. ユーザー関連リストはプロンプト テンプレートではサポートされていません。

Answer: C ([メッセージを残す](#))

Salesforce has restrictions on which objects and related lists can be used for grounding prompt templates. This is likely due to security and privacy concerns related to user data.

While it might seem intuitive to use the User related list to provide context to the LLM, Salesforce prevents this to ensure that sensitive user information is not inadvertently exposed or misused.

Therefore, the Agentforce Specialist needs to explore alternative ways to incorporate the necessary user information into the prompt template, perhaps by using other related objects or fields that are supported.

最新問題: 16

リーダーシップは、顧客とのより生産的な会話を促進するために、大規模言語モデル (LLM) によって作成された要約または説明を動的フォーム フィールドに入力する必要があります。リーダーシップはまた、AI 戦略で考慮されるよう、人間をループ内に維持したいと考えています。Agentforce スペシャリストはどのプロンプト テンプレート タイプを推奨する必要がありますか？

- A. フィールド生成
- B. セールスメール
- C. レコードの概要

Answer: A (メッセージを残す)

Why is "Field Generation" the correct answer?

In Agentforce, the Field Generation prompt template type is designed to populate dynamic form fields with AI-generated content, such as summaries or descriptions created by a large language model (LLM).

Key Considerations for Using Field Generation in Dynamic Forms:

- * AI-Powered Summarization in Form Fields
- * Field Generation templates allow real-time AI-generated summaries based on customer data.
- * The summary is dynamically populated in the form field for the sales or service representative to review.
- * Human-in-the-Loop AI Strategy
- * Since leadership wants a human to be involved, Field Generation ensures the AI-generated content is editable before submission.
- * This keeps a human-in-the-loop, allowing manual review before finalizing responses.
- * Works with Salesforce Dynamic Forms
- * Field Generation templates integrate seamlessly with Salesforce Dynamic Forms, ensuring AI-powered insights are embedded within form layouts.

Why Not the Other Options?

B. Sales Email

* Incorrect because Sales Email templates are designed for AI-generated email content, not for populating form fields.

C. Record Summary

* Incorrect because Record Summary templates generate high-level summaries of entire records, but do not populate individual form fields dynamically.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that Field Generation templates are used for AI- powered dynamic form population.

有効な **Agentforce-Specialist-JPN** 問題集は GoShiken.com が提供された合格しやすい Agentforce-Specialist-JPN 試験問題集！ GoShiken.com が最新の **Agentforce-Specialist-JPN** 試験問題集を提供しています。GoShiken.com Agentforce-Specialist-JPN 試験問題は最新で、解答が正確でございます。最新の GoShiken.com Agentforce-Specialist-JPN 問題集をゲットする人はこちら:

<https://www.goshiken.com/Salesforce/Agentforce-Specialist-JPN-mondaishu.html>

(**37930%OFF**問題集溶と正解付きで **30%w** 特別割引コード: **Freepdfdumps**)

最新問題: 17

Agentforce States Agent を営業ユーザーに導入して成功した後、Universal Containers はこれをサービス チームに導入することを目指しています。

Agentforce スペシャリストがこの展開で留意すべき重要な考慮事項は何ですか？

- A. Service Cloud ユーザーに Agentforce for Service 権限を割り当てます。
- B. 標準サービスアクションを Agentforce Service Agent に割り当てます。
- C. Service Center のユースケースの標準およびカスタムのエージェント トピックとアクションを確認してテストします。

Answer: ([解答を表示する](#))

When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:

* Agent Topics and Actions are context-specific. Service Cloud use cases (e.g., case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.

* Option A: Permissions like "Agentforce for Service" are necessary but secondary to functional compatibility.

* Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.

References:

* Salesforce Help: Einstein Agent Setup

* Emphasizes reviewing "topics and actions for different user groups (Sales vs. Service)."

最新問題: 18

Universal Containers は、Agentforce サービス エージェントからサービス担当者に SMS テキスト メッセージをルーティングしたいと考えています。適切にルーティングされるようにするには、フロー内でどのサービス チャンネルを使用する必要がありますか？

- A. メッセージング

B. ルート作業アクション

C. ライブエージェント

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow. Let's identify the correct Service Channel.

* Option A: Messaging In Salesforce, the "Messaging" Service Channel (part of Messaging for In-App and Web or SMS) handles text-based interactions, including SMS. When integrated with Omni-Channel Flow, the "Route Work" action uses this channel to route SMS messages to agents. This aligns with UC's requirement for SMS routing, making it the correct answer.

* Option B: Route Work Action "Route Work" is an action in Omni-Channel Flow, not a Service Channel. It uses a channel (e.g., Messaging) to route work, so this is a component, not the channel itself, making it incorrect.

* Option C: Live Agent "Live Agent" refers to an older chat feature, not the current Messaging framework for SMS. It's outdated and unrelated to SMS routing, making it incorrect.

* Option D: SMS Channel There's no standalone "SMS Channel" in Salesforce Service Channels-SMS is encompassed within the "Messaging" channel. This is a misnomer, making it incorrect.

Why Option A is Correct: The "Messaging" Service Channel supports SMS routing in Omni-Channel Flow, ensuring proper handoff from the Agentforce Service Agent to a rep, per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Omni-Channel Integration > Messaging - Details SMS in Messaging channel.

* Trailhead: Omni-Channel Flow Basics - Confirms Messaging for SMS.

* Salesforce Help: Service Channels - Lists Messaging for text-based routing.

最新問題: 19

Universal Containers (UC) は、販売提案を作成し、プロンプト テンプレートで複数の無関係なオブジェクト (標準およびカスタム) のデータを直接使用したいと考えています。UC はこれをどのように実現すればよいでしょうか?

A. レコードを一時的に接続する特別なカスタム オブジェクトを渡すプロンプト テンプレートを作成します。

B. プロンプト テンプレートによってトリガーされるフローを作成し、標準オブジェクトとカスタム オブジェクトからデータにアクセスします。

C. 標準オブジェクトとカスタム オブジェクトを入力として含むリソースを追加するための Flex テンプレートを作成します。

D. レコード スナップショットを使用して、関連のないオブジェクトのデータを 1 つのプロンプトに結合します。

Answer: C (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

* Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.

* Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse-triggering a flow from a prompt template is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.

* Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex templates, making it the correct answer.

Why Option C is Correct: Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Prompt Builder > Flex Templates - Describes adding multiple object resources as inputs.

* Trailhead: Build Prompt Templates in Agentforce - Highlights Flex templates for dynamic data scenarios.

* Salesforce Help: Create Flexible Prompts - Confirms support for standard and custom object data.

最新問題: 20

Universal Containers (UC) は、顧客チャットへの返信におけるエージェントの生産性を向上させる必要があります。

どの生成 AI 機能が UC がこの課題に対処するのに役立つでしょうか？

- A. ケースサマリー
- B. サービス応答
- C. ケースのエスカレーション

Answer: B (メッセージを残す)

* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.

* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.

* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.

Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

最新問題: 21

Universal Containers (UC) は、顧客の生涯価値スコアと市場セグメントに基づいて、3つの異なる電子メールのいずれかを顧客に送信する予定です。

UC では電子メールが選択された理由を説明する必要があることを考慮すると、これを実現するために UC はどの AI モデルを使用すればよいでしょうか？

- A. 予測モデルと生成モデル
- B. 生成モデル
- C. 予測モデル

Answer: C (メッセージを残す)

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes.

Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

* Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

* Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

Refer to Salesforce's Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

最新問題: 22

Agentforce データ ライブラリのデータ ソースを選択した後で、そのデータ ソースを変更する場合の正しい記述は何ですか？

- A. データ ソースは、データ クラウド設定を通じて変更できます。
- B. データ リトリーバーは、別のデータ ソースを使用するように再構成できます。
- C. データ ソースは選択後に変更できません。

Answer: C (メッセージを残す)

Why is "The data source cannot be changed after it is selected" the correct answer?

When configuring an Agentforce Data Library, the data source selection is permanent.

Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.

Key Considerations in Agentforce Data Library

* Data Source Lock-In

* The chosen data source remains fixed to maintain data integrity and avoid inconsistencies.

* Any updates or modifications require creating a new Data Library instead of modifying the existing one.

* Why Can't the Data Source Be Changed?

* The data source defines the foundation of AI-driven workflows, and any modification would disrupt processing logic.

* Agentforce tools rely on structured datasets to enable AI-powered recommendations, and changing data sources could lead to inconsistencies in grounding techniques.

* Workarounds for Changing Data Sources

* If an organization needs to use a different data source, a new Agentforce Data Library must be created and configured from scratch.

* Old data can be manually migrated into the new data source for continuity.

Why Not the Other Options?

A. The data source can be changed through the Data Cloud settings.

* Incorrect because once the data source is linked to an Agentforce Data Library, it cannot be altered, even via Data Cloud settings.

B. The Data Retriever can be reconfigured to use a different data source.

* Incorrect as the Data Retriever works within the constraints of the selected data source and does not provide an option to swap data sources post-selection.

Agentforce Specialist References

The Salesforce AI Specialist Material and Salesforce Instructions for the Certification confirm that once a data source is set for an Agentforce Data Library, it cannot be changed.

最新問題: 23

カスタム コパイロット アクションをアクティブ化する前に、Agentforce は、実際のユーザー発話を複数理解して、アクションが適切に選択されていることを確認する必要があります。

Agentforce スペシャリストはどのツールを推奨すべきでしょうか？

A. モデルプレイグラウンド

B. エージェント

C. コパイロットビルダー

Answer: ([解答を表示する](#))

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows Agentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

* Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.

* Option A (Model Playground) is used for testing models, not user utterances.

* Option B (Agent) refers to the conversational interface but isn't the right tool for designing and testing actions.

References:

* Salesforce Copilot Builder Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm

最新問題: 24

ユニバーサル コンテナーズの営業担当者は、多忙なスケジュールの合間に、更新や新規取引に関するメールによる見込み客や既存顧客のフォローアップに時間を割いています。営業担当者は、営業活動を行う前に、過去のやり取りや顧客の詳細を確認するのに、週を通して多くの時間を費やしています。

以前の成功したコミュニケーションに基づいてテキストを生成し、営業担当者が見込み客にパーソナライズされた電子メールを作成するのに役立つ、標準の Copilot アクションはどれですか？

A. エージェントのアクション: 類似の機会を見つける

B. エージェントのアクション: 営業メールの下書きまたは修正

C. エージェントアクション: レコードの要約

Answer: B ([メッセージを残す](#))

For sales reps who need to draft personalized emails based on previous communications, the Agentforce Specialist should recommend the Agent Action: Draft or Revise Sales Email. This action uses AI to generate or revise email content, leveraging past successful communications to create personalized and relevant outreach to prospects or clients.

* Find Similar Opportunities is used for opportunity matching, not email drafting.

* Summarize Record provides a summary of customer data but does not directly help with drafting emails.

For more information, refer to Salesforce's Agent documentation on standard actions for sales teams.

最新問題: 25

Universal Containers (UC) は、公開されている Generative AI モデルの使用を実験しており、必要な情報を取得するために必要な言語に精通しています。ただし、UC の営業担当者とサービス担当者の両方がプロンプトを入力して必要な情報を取得し、プロンプトの一貫性を確保するには時間がかかります。これらの懸念に対処するには、どの Salesforce 機能を使用すればよいでしょうか。

- A. エージェントビルダーとアクション: レコードのクエリ。
- B. Einstein プロンプトビルダーとプロンプトテンプレート。
- C. Einstein 推奨ビルダー。

Answer: B (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC wants to streamline the use of Generative AI by reducing the time reps spend typing prompts and ensuring consistency, leveraging their existing prompt knowledge. Let's evaluate the options.

* Option A: Agent Builder and Action: Query Records. Agent Builder in Agentforce Studio creates autonomous AI agents with actions like "Query Records" to fetch data. While this could retrieve information, it's designed for agent-driven workflows, not for simplifying manual prompt entry or ensuring consistency across user inputs. This doesn't directly address UC's concerns and is incorrect.

* Option B: Einstein Prompt Builder and Prompt Templates. Einstein Prompt Builder, part of Agentforce Studio, allows users to create reusable prompt templates that encapsulate specific instructions and grounding for Generative AI (e.g., using public models via the Atlas Reasoning Engine). UC can predefine prompts based on their known language, saving time for reps by eliminating repetitive typing and ensuring consistency across sales and service teams. Templates can be embedded in flows, Lightning pages, or agent interactions, perfectly addressing UC's needs. This is the correct answer.

* Option C: Einstein Recommendation Builder. Einstein Recommendation Builder generates personalized recommendations (e.g., products, next best actions) using predictive AI, not Generative AI for freeform prompts. It doesn't support custom prompt creation or address time/consistency issues for reps, making it incorrect.

Why Option B is Correct: Einstein Prompt Builder's prompt templates directly tackle UC's challenges by standardizing prompts and reducing manual effort, leveraging their familiarity with Generative AI language.

This is a core feature for such use cases, as per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Einstein Prompt Builder - Details prompt templates for consistency and efficiency.
- * Trailhead: Build Prompt Templates in Agentforce - Explains time-saving benefits of templates.
- * Salesforce Help: Generative AI with Prompt Builder - Confirms use for streamlining rep interactions.

最新問題: 26

複数のトピックとエージェント アクションを備えた Agentforce サービス エージェントを本番環境に導入する場合、Universal Containers が考慮すべきことは何ですか？

A. ステージングでテストを実行せずにエージェント コンポーネントをデプロイし、信頼性の高い結果を得るために実稼働データに依存します。

サンドボックス構成だけで、シームレスな本番環境への展開が保証されます。

B. すべての依存関係が含まれ、Apex クラスが 75% のテスト カバレッジを満たし、構成設定が本番環境と一致していることを確認します。バージョン管理とデプロイ後のアクティベーションを計画します。

C. エージェント、トピック、エージェントアクションの後にフローまたは Apex をデプロイして、デプロイの失敗や、完全な再デプロイを必要とする潜在的な本番エージェントの問題を回避します。

Answer: B (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC is deploying an Agentforce Service Agent with multiple topics and actions to production. Let's assess deployment considerations.

* Option A: Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment. Skipping staging tests is risky and against best practices. Sandbox configuration doesn't guarantee production success without validation, making this incorrect.

* Option B: Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation. This is a comprehensive approach: dependencies (e.g., flows, Apex) must be deployed, Apex requires 75% coverage, and production settings (e.g., permissions, channels) must align. Version management tracks changes, and post-deployment activation ensures controlled rollout.

This aligns with Salesforce deployment best practices for Agentforce, making it the correct answer.

* Option C: Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment. Deploying components separately risks failures (e.g., actions needing flows failing). All components should deploy together for consistency, making this incorrect.

Why Option B is Correct: Option B covers all critical deployment considerations for a robust Agentforce rollout, as per Salesforce guidelines.

References:

- * Salesforce Agentforce Documentation: Deploy Agents to Production - Lists dependencies and coverage.
- * Trailhead: Deploy Agentforce Agents - Emphasizes testing and activation planning.
- * Salesforce Help: Agentforce Deployment Best Practices - Confirms comprehensive approach.

最新問題: 27

顧客チャットが開始されると、Salesforce のどの機能が、推奨されるナレッジ記事に基づいて AI による返信やメールの下書きを提供しますか？

- A. インシュタインの返信の推奨事項
- B. インシュタインサービス応答
- C. インシュタインのグラウンディング

Answer: B (メッセージを残す)

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

- * Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.
- * Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.
- * Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

References:

- * Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

最新問題: 28

Universal Containers (UC) は、AI エージェントが応答を迅速に返すことを望んでいません。UC は、AI 応答をグラウンディングする際の遅延を最小限に抑えるために、リトリバーの構成を最適化する必要があります。

UC ではどの構成側面を優先すべきでしょうか？

- A. 実行時に検索インデックス構造を変更するように、リトリバーを動的モードで動作するように構成します。
- B. 各検索の範囲を効率的に制限するように、リトリバーのフィルターが定義されていることを確認します。

C. リトリバーの最新性バイアス設定を増やして、範囲をより最近のデータに制限します。

Answer: ([解答を表示する](#))

Why is "Ensure the retriever's filters are defined to limit the scope of each search efficiently" the correct answer?

In Agentforce, when optimizing a retriever's configuration to ensure minimal latency in AI-generated responses, the most effective approach is narrowing the scope of searches by applying specific filters.

Key Considerations for Optimizing Retrievers in Agentforce:

- * Defining Effective Filters
- * Applying precise search filters reduces unnecessary data retrieval, decreasing response time.
- * Filters help focus on relevant records, avoiding delays caused by processing large datasets.
- * Reducing Query Complexity
- * Overly broad searches can increase retrieval time, leading to latency issues.
- * Well-configured retriever filters streamline queries, improving response speed.
- * Optimizing the Data Indexing Process
- * Restricting retriever searches to indexed fields enhances efficiency.
- * Pre-indexed data is faster to access, reducing retrieval time.

Why Not the Other Options?

A. Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.

- * Incorrect because modifying the search index at runtime increases latency rather than reducing it.
- * Index modifications require restructuring large datasets, which can slow down AI-generated responses.

C. Increase the recency bias setting for the retriever, limiting scope to more recent data.

- * Incorrect because increasing recency bias only prioritizes recent records but does not necessarily improve overall retrieval speed.
- * While it affects relevance, it does not directly address latency issues.

Agentforce Specialist References

- * Salesforce AI Specialist Material confirms that retriever efficiency depends on well-defined filtering mechanisms to minimize latency.
- * Salesforce Instructions for Certification highlight retriever optimization strategies to improve search response times.

最新問題: 29

管理者は、Universal Containers (UC) の CRM データのセキュリティと信頼性を確保する責任があります。UC には、強化されたデータ保護と最新の AI 機能が必要です。UC には、プロンプトとマージする Salesforce レコードからの関連情報も含める必要があります。Einstein Trust Layer のどの機能が UC のニーズを最もよくサポートしますか？

- A. データマスキング
- B. 安全なデータ取得による動的グラウンディング
- C. ゼロデータ保持ポリシー

Answer: B (メッセージを残す)

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

- * Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.
- * Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

References:

- * Salesforce Developer Documentation on Einstein Trust Layer
- * Salesforce Security Documentation for AI and Data Privacy

最新問題: 30

Universal Containers (UC) は、Salesforce の生成機能を評価したいと考えていますが、自社のデータがサードパーティの大規模言語モデル (LLM) に公開されることを懸念しています。具体的には、UC は次の機能を Einstein の生成 AI サービスの一部にしたいと考えています。

データは、サードパーティの LLM による LLM トレーニングや製品の改善には使用されません。

UC の Salesforce 組織外にはデータは保持されません。

送信されたデータは LLM プロバイダーがアクセスできません。

Agentforce スペシャリストは、これらの要件に対応する Einstein Trust Layer のどのプロパティを UC に強調表示する必要がありますか？

- A. 迅速な防御
- B. ゼロデータ保持ポリシー

C. データマスキング

Answer: B (メッセージを残す)

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

- * No data is used for training or product improvements by third-party LLMs.
- * No data is retained outside of the customer's Salesforce organization.
- * The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

* Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

References:

* Salesforce Einstein Trust Layer Documentation:

https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

最新問題: 31

受信者と送信者に加えて、Agentforce が販売メール テンプレート プロンプトにマージフィールドを挿入するために利用する必要があるオブジェクトはどれですか。

- A. 受信者の機会
- B. 受信者アカウント
- C. ユーザー組織

Answer: B (メッセージを残す)

* Sales Email Template Use Case: When creating a Sales email template (especially for outreach or follow-up), you often need to reference relevant details about the Account linked to the recipient.

* Standard Merge Fields in Salesforce Email Templates:

* Recipient (Contact, Lead, or Person receiving the email)

* Sender (User sending the email)

* Recipient Account (the Account related to that Contact, providing company-level details and other relevant data)

* Why Recipient Account?

* For Sales communications, referencing the Account data (e.g., Account name, industry, or other custom fields) in an email is very common.

* This is especially important for B2B scenarios where the Contact is tied to an Account.

* "Recipient Opportunities" could be multiple, so it's less direct for standard email merges.

The

"User Organization" is more generic internal information, not typically inserted for personalization to the recipient.

* References and Study Resources:

* Salesforce Help & Training # Email Templates: Merge Fields

* Salesforce Trailhead # "Create and Customize Email Templates in Sales Cloud"

* Salesforce Agentforce Specialist Study Resources (covers recommended best practices for leveraging standard objects like Account in AI-powered or prompt-based communications)

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最新問題: **32**

Universal Containers (UC) は、AI 生成の応答の精度を向上させるためにカスタム リトリバーを実装します。

UC は、リトリバーが無関係な結果をあまりにも多く返しているため、応答があまり役に立たないことに気付きました。関連するデータのみが取得されるようにするには、UC は何をすべきでしょうか。

A. 特定の条件に基づいて検索結果を絞り込むためのフィルターを定義します。

B. 検索インデックスを別のデータ モデル オブジェクト (DMO) に変更します。

C. 返される結果の最大数を増やして、より広範なデータセットを取得します。

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses.

UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option A) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the 'Policy' category" or "records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.

* Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of

Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.

* Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.

* Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.

Option A is the most effective step to ensure relevance in retrieved data.

References:

* Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help: [https://help.](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

[salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5))

* Salesforce Data Cloud Documentation: "Filter Data for AI

Retrieval" ([https://help.salesforce.com/s](https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

[/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5))

最新問題: 33

カスタム エージェント アクションを作成するとき、アクション指示が重要な理由は何ですか？

A. アクション指示は、アクションの期待されるユーザー エクスペリエンスを定義します。

B. アクション指示は、会話内でこのアクションを呼び出す方法をユーザーに伝えます。

C. アクション命令は、大規模言語モデル (LLM) に使用するアクションを指示します。

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, custom Agent actions are designed to enable AI-driven agents to perform specific tasks within a conversational context. Action Instructions are a critical component when creating these actions because they define the expected user experience by outlining how the action should behave, what it should accomplish, and how it interacts with the end user. These instructions act as a blueprint for the action's functionality, ensuring that it aligns with the intended outcome and provides a consistent, intuitive experience for users interacting with the agent. For example, if the action is to "schedule a meeting," the Action Instructions might specify the steps (e.g., gather date and time, confirm with the user) and the tone (e.g., professional, concise), shaping the user experience.

* Option B: While Action Instructions might indirectly influence how a user invokes an action (e.g., by making it clear what inputs are needed), they are not primarily about telling the user how to call the action in a conversation. That's more related to user training or interface design, not the instructions themselves.

* Option C: The large language model (LLM) relies on prompts, parameters, and grounding data to determine which action to execute, not the Action Instructions directly. The instructions guide the action's design, not the LLM's decision-making process at runtime.

Thus, Option A is correct as it emphasizes the role of Action Instructions in defining the user experience, which is foundational to creating effective custom Agent actions in Agentforce.

References:

* Salesforce Agentforce Documentation: "Create Custom Agent Actions" (Salesforce Help: [https://help.](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_actions.htm&type=5)

[salesforce.com/s/articleView?id=sf.agentforce_custom_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_actions.htm&type=5))

* Trailhead: "Agentforce Basics" module

(<https://trailhead.salesforce.com/content/learn/modules/agentforce-basics>)

最新問題: 34

Universal Containers は、サービス エージェントが自然言語を使用して注文の現在の履行状況を照会できるようにしたいと考えています。注文履行プロセスの記録システムである Oracle ERP から情報を照会するための自動起動フローが既に存在します。

Agentforce スペシャリストは、会話型 AI のパワーをこのユースケースにどのように適用すればよいでしょうか？

- A. フローを呼び出すカスタム エージェント アクションを作成します。
- B. Agent Builder で統合フローの標準アクションを構成します。
- C. プロンプト ビルダーで Flex プロンプト テンプレートを作成します。

Answer: ([解答を表示する](#))

Why is "Create a custom Agent action which calls a flow" the correct answer?

In Agentforce, the best way to allow service agents to query order fulfillment status from an external system (Oracle ERP) using natural language is to create a custom Agent action that invokes an existing autolaunched flow.

Key Considerations for This Approach:

- * Custom Agent Action Triggers the Flow
- * A custom Agent action is designed to call Salesforce flows, enabling external system integration.
- * The flow retrieves real-time fulfillment data from Oracle ERP and returns results to the agent.
- * Enables AI-Powered Query Execution
- * The Agent can understand natural language and map user utterances to the correct Agent action.
- * This ensures that agents receive accurate order fulfillment updates quickly.
- * No Need for Manual Data Entry
- * Instead of manually searching Oracle ERP, agents can query fulfillment status using AI-powered Agentforce workflows.

Why Not the Other Options?

B. Configure the Integration Flow Standard Action in Agent Builder

* Incorrect because Integration Flow Standard Actions are for predefined use cases, not custom ERP integrations.

* They do not provide the flexibility needed to connect with Oracle ERP dynamically.

C. Create a Flex Prompt Template in Prompt Builder

* Incorrect because Flex prompts are used for structuring AI-generated responses, not executing queries on external systems.

* This approach does not enable the AI to retrieve live fulfillment status from Oracle ERP.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that custom Agent actions allow integration with external systems through Salesforce flows.

* Salesforce Instructions for Certification mention that Agentforce supports custom Agent actions for external data retrieval.

最新問題: 35

Universal Containers (UC) には、ケースとナレッジ記事に大量のデータが含まれる成熟した Salesforce 組織があります。UC は、Einstein AI が正確な電子メール応答を作成するのに適さない可能性のあるデータを含むレガシー フィールドが多数存在することを懸念しています。

Einstein AI が定義済みのデータ ソースから応答を作成できるようにするには、UC はどのソリューションを使用する必要がありますか？

A. サービスAIの接地

B. 作品概要

C. サービス応答

Answer: A (メッセージを残す)

Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts responses based on a well-defined data source. Service AI Grounding allows the AI model to be anchored in specific, relevant data sources, ensuring that any AI-generated responses (e.g., email replies) are accurate, relevant, and drawn from up-to-date information, such as Knowledge articles or cases.

Given that UC has legacy fields and outdated data, Service AI Grounding ensures that only the valid and applicable data is used by Einstein AI to craft responses. This helps improve the relevance of responses and avoids inaccuracies caused by outdated or irrelevant fields.

Work Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does.

For more details, you can refer to Salesforce's Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

最新問題: 36

Agentforce は、フィールド生成プロンプト テンプレート タイプの使用を検討しています。

フィールド生成プロンプトを作成する前に、フィールドを生成 AI 用に有効化できるかどうかを確認するために、Agentforce スペシャリストは何を確認する必要がありますか？

- A. 選択したフィールドは、255 文字以上のリッチ テキスト フィールドである必要があります。
- B. 組織がAPIバージョン59以上に設定されていること
- C. フィールドが配置される Lightning ページレイアウトが動的フォームにアップグレードされていること

Answer: B (メッセージを残す)

Before creating a Field Generation prompt template, the Agentforce Specialist must ensure that the Salesforce org is set to API version 59 or higher. This version of the API introduces support for advanced generative AI features, such as enabling fields for generative AI outputs. This is a critical technical requirement for the Field Generation prompt template to function correctly.

* Option A (rich text field requirement) is not necessary for generative AI functionality.

* Option C (Dynamic Forms) does not impact the ability of a field to be generative AI-enabled, although it might enhance the user interface.

For more information, refer to Salesforce documentation on API versioning and Field Generation templates.

最新問題: 37

Universal Container の内部監査チームは、生成されるプロンプトで住所情報が適切にマスクされていることを確認するよう An Agentforce に依頼します。

Agentforce スペシャリストは、Einstein Trust Layer 内のマスクされたデータのプライバシーをどのように検証する必要がありますか？

- A. アドレスフィールドでデータ暗号化を有効にする
- B. プラットフォームのイベントログを確認する
- C. AI監査証跡を検査する

Answer: C (メッセージを残す)

The AI audit trail in Salesforce provides a detailed log of AI activities, including the data used, its handling, and masking procedures applied in the Einstein Trust Layer. It allows the Agentforce Specialist to inspect and verify that sensitive data, such as addresses, is appropriately masked before being used in prompts or outputs.

* Enable data encryption on the address field: While encryption ensures data security at rest or in transit, it does not verify masking in AI operations.

* Review the platform event logs: Platform event logs capture system events but do not specifically focus on the handling or masking of sensitive data in AI processes.

* Inspect the AI audit trail: This is the most relevant option, as it provides visibility into how data is processed and masked in AI activities.

最新問題: 38

Agentforce は、Salesforce Agentforce プラットフォーム内でエージェントにアクションを割り当てることで、ビジネス プロセス フローを最適化する役割を担います。Agentforce スペシャリストがエージェントにアクションを割り当てる正しい方法は何ですか？

- A. Agent Builder で最初にトピックにアクションを割り当てます。
- B. 最初にエージェントアクションの詳細ページでアクションをトピックに割り当てます。
- C. まず、アクションビルダーでアクションをトピックに割り当てます。

Answer: ([解答を表示する](#))

* Action Builder is the central place in Salesforce Agentforce where you define and manage actions that your AI agents can perform. This includes connecting actions to various tools and systems.

* Topics in Agentforce represent the different tasks or intents that an AI agent can handle. By assigning an action to a Topic in Action Builder, you're essentially telling the agent, "When you encounter this type of request or situation, perform this action."

最新問題: 39

Universal Containers は、新しい生成 AI イニシアチブを展開しています。Agentforce スペシャリストが認識しておくべき Prompt Builder の制限事項は何ですか？

- A. リッチ テキスト エリア フィールドは、Flex テンプレート タイプでのみサポートされません。
- B. プロンプト テンプレートの作成または更新は、セットアップ監査証跡に記録されません。
- C. カスタム オブジェクトは、Flex テンプレート タイプでのみサポートされます。

Answer: ([解答を表示する](#))

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that users must rely on Flex templates to integrate custom objects into their prompts.

* Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.

* Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.

* Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

最新問題: 40

Universal Containers のマーケティング チームは、顧客の行動、好み、購入履歴に基づいて電子メールをパーソナライズする方法を模索しています。

チームがソリューションとしてエージェントを使用する必要があるのはなぜですか？

- A. 各顧客と関わる際に関連性の高いコンテンツを生成する
- B. 過去のキャンペーンのパフォーマンスを分析する

C. すべての顧客に自動メールを送信する

Answer: ([解答を表示する](#))

Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.

* Option A is correct as Agent helps generate real-time, personalized content based on comprehensive data about the customer.

* Option B refers more to Einstein Analytics or

* Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Agent.

References:

* Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

最新問題: 41

Salesforce 管理者は、顧客とのやり取りのデータを組み込んだ、パーソナライズされたターゲット メールを生成したいと考えています。管理者は、大規模言語モデル (LLM) を活用してメールを作成し、さまざまな製品や顧客に対してテンプレートを再利用したいと考えています。

管理者はどのソリューションアプローチを活用すべきでしょうか？

A. 営業メールの標準テンプレートを使用する

B. フィールド生成プロンプトテンプレートタイプで作成

C. セールス メール プロンプト テンプレート タイプを作成します。

Answer: ([解答を表示する](#))

To generate personalized emails using LLMs while reusing templates:

* Sales Email Prompt Template Type (Option C): Designed specifically for generating dynamic email content by combining LLMs with structured templates. It allows admins to define placeholders (e.g., customer name, product details) and reuse templates across scenarios.

* Option A: Standard email templates lack LLM integration and dynamic personalization.

* Option B: "t field Generation" is not a valid Salesforce prompt template type.

References:

* Salesforce Help: Sales Email Prompt Templates

* Describes using Sales Email prompt templates to "generate targeted emails using dynamic data and LLMs."

最新問題: 42

プロンプトビルダーのアカウントオブジェクトに関連付けられたプロンプトテンプレートで関連リストのマージフィールドを使用する場合、Agentforceでは何を考慮する必要がありますか？

- A. アカウントオブジェクトのアクティビティ関連リストは、多態的なフィールドであるためサポートされていません。
- B. 個人取引先が有効になっている場合、取引先オブジェクトでは差し込み項目は使用できません。
- C. 実行時にアカウントに関連付けられた関連リストがない場合、プロンプト生成では応答が得られません。

Answer: ([解答を表示する](#))

When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being a polymorphic field. Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.

* Option B is incorrect because person accounts do not limit the availability of merge fields for the Account object.

* Option C is irrelevant since even if no related lists are available at runtime, the prompt can still generate based on other available data fields.

For more information, refer to Salesforce documentation on supported fields and limitations in Prompt Builder.

最新問題: 43

Universal Containers はセキュリティコンプライアンスに非常に関心があり、次の点を理解したいと考えています。

大規模言語モデル (LLM) に送信されるプロンプトテキスト

* マスクの仕方

* マスクされた応答

Agentforce スペシャリストは何を推奨すべきでしょうか？

- A. Einstein Shield イベント ログを CRM Analytics に取り込みます。
- B. 実行中のユーザーのデバッグ ログを確認します。
- C. Einstein Trust Layer で監査証跡を有効にします。

Answer: C ([メッセージを残す](#))

To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the Agentforce Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.

* Option A (Einstein Shield Event logs) is focused on system events rather than specific AI prompt data.

* Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.

For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

最新問題: 44

Universal Containers (UC) は、顧客サービス業務を強化するために、Service AI Grounding を実装しています。

UC は、AI によって生成された応答が最も関連性の高いデータ ソースに基づいていることを保証したいと考えています。チームは、サポートされているすべてのオブジェクトを基準としてシステムを構成する必要があります。

UC が Service AI Grounding を構成するために選択する必要があるオブジェクトはどれですか？

A. ケース、知識、ケースノート

B. 事例と知識

C. ケース、ケースメール、ナレッジ

Answer: B (メッセージを残す)

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations.

They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.

Supported Objects for Service AI Grounding:

* Case

* Knowledge

* Case Object:

* Role in Grounding: Provides contextual data about customer inquiries, including case details, status, and history.

* Benefit: Grounding AI responses in case data ensures that the information provided is relevant to the specific customer issue being addressed.

* Knowledge Object:

* Role in Grounding: Contains articles and documentation that offer solutions and information related to common issues.

* Benefit: Utilizing Knowledge articles helps the AI provide accurate and helpful responses based on verified information.

* Exclusion of Other Objects:

* Case Notes and Case Emails:

* Not Supported for Grounding: While useful for internal reference, these objects are not included in the supported objects for Service AI Grounding.

* Reason: They may contain sensitive or unstructured data that is not suitable for AI grounding purposes.

Why Options A and C are Incorrect:

* Option A (Case, Knowledge, and Case Notes):

* Case Notes Not Supported: Case Notes are not among the supported objects for grounding in Service AI.

* Option C (Case, Case Emails, and Knowledge):

* Case Emails Not Supported: Case Emails are also not included in the list of supported objects for grounding.

References:

* Salesforce Agentforce Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.

* Salesforce Help - Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.

* Salesforce Trailhead - Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

最新問題: 45

Data Cloud でカスタム検索インデックスを作成すると、何が自動的に作成されますか？

A. カスタム検索インデックスの名前を共有するリトリーバー。

B. 手動で構成することなく、実行時にリトリーバー パラメータを選択できるようにする動的リトリーバー。

C. 開発者が特定のニーズに合わせて編集できる定義済みの Apex リトリーバー クラス。

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: In Salesforce Data Cloud, a custom search index is created to enable efficient retrieval of data (e.g., documents, records) for AI-driven processes, such as grounding Agentforce responses. Let's evaluate the options based on Data Cloud's functionality.

* Option A: A retriever that shares the name of the custom search index. When a custom search index is created in Data Cloud, a corresponding retriever is automatically generated with the same name as the index. This retriever leverages the index to perform contextual searches (e.g., vector-based lookups) and fetch relevant data for AI applications, such as Agentforce prompt templates. The retriever is tied to the indexed data and is ready to use without additional configuration, aligning with Data Cloud's streamlined approach to AI integration. This is explicitly documented in Salesforce resources and is the correct answer.

* Option B: A dynamic retriever to allow runtime selection of retriever parameters without manual configuration. While dynamic behavior sounds appealing, there's no concept of a "dynamic retriever" in Data Cloud that adjusts parameters at runtime without configuration. Retrievers are tied to specific indexes and operate based on predefined settings established during index creation. This option is not supported by official documentation and is incorrect.

* Option C: A predefined Apex retriever class that can be edited by a developer to meet specific needs. Data Cloud does not generate Apex classes for retrievers. Retrievers are managed within the Data Cloud platform as part of its native AI retrieval system, not as customizable Apex code. While developers can extend functionality via Apex for other purposes, this is not an automatic outcome of creating a search index, making this option incorrect.

Why Option A is Correct: The automatic creation of a retriever named after the custom search index is a core feature of Data Cloud's search and retrieval system. It ensures seamless integration with AI tools like Agentforce by providing a ready-to-use mechanism for data retrieval, as confirmed in official documentation.

References:

- * Salesforce Data Cloud Documentation: Custom Search Indexes - States that a retriever is auto-created with the same name as the index.
- * Trailhead: Data Cloud for Agentforce - Explains retriever creation in the context of search indexes.
- * Salesforce Help: Set Up Search Indexes in Data Cloud - Confirms the retriever-index relationship.

最新問題: 46

Universal Containers は、Agentforce for Sales を使用して類似の商談を見つけ、取引をより迅速に成立させようとしています。チームは、エージェントが商談をマッチングするために使用する基準を理解したいと考えています。Agentforce for Sales が類似の商談をマッチングするために使用する 1 つの基準は何ですか？

- A. 一致した商談のステータスは、過去 12 か月間で「受注成立」です。
- B. マッチングされた商談は同じアカウントに限定されます。
- C. 一致する商談は過去 12 か月以内に作成されました。

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.

* Option A: Matched opportunities have a status of Closed Won from the last 12 months. Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.

* Option B: Matched opportunities are limited to the same account. While account context may factor in, Agentforce doesn't restrict matches to the same account—it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.

* Option C: Matched opportunities were created in the last 12 months. Creation date isn't a primary criterion-status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.

Why Option A is Correct: "Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.

References:

- * Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities - Specifies Closed Won, 12-month criterion.
- * Trailhead: Explore Agentforce Sales Agents - Details opportunity matching logic.
- * Salesforce Help: Sales Features in Agentforce - Confirms historical success focus.

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<https://www.goshiken.com/Salesforce/Agentforce-Specialist-JPN-mondaishu.html>

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最新問題: 47

Salesforce Agentforce スペシャリストは、Einstein Trust Layer 内のデータ マスキングで何を設定できますか？

- A. マスクが免除されるプロファイル
- B. マスキング用の暗号化キー
- C. マスクするプライバシーデータエンティティ

Answer: C (メッセージを残す)

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

* Data Masking Configuration:

* The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

* This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

* Why Other Options Are Incorrect:

* A. Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

* B. Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

References:

* Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data."

* Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

* Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

最新問題: 48

Salesforce 組織で Prompt Builder を活用するための正しいプロセスは何ですか？

A. 使用する適切なプロンプト テンプレート タイプを選択し、Salesforce の標準プロンプトの 1 つを選択し、プロンプトを関連付けるオブジェクトを決定し、検証するレコードを選択し、プロンプトをアクションに関連付けます。

B. 使用する適切なプロンプト テンプレート タイプを選択し、プロンプト ワークスペース内でプロンプトを開発し、CRM から派生したグラウンディング データを動的に挿入するためのリソースを選択し、使用するモデルを選択して、生成された応答をテストおよび検証します。

C. 生成プロンプトのターゲット オブジェクトを有効にし、プロンプト ワークスペース内でプロンプトを開発し、レコードを選択して応答を微調整および確立し、信頼レイヤーを有効にして、プロンプトをアクションに関連付けます。

Answer: B (メッセージを残す)

When using Prompt Builder in a Salesforce org, the correct process involves several important steps:

* Select the appropriate prompt template type based on the use case.

* Develop the prompt within the prompt workspace, where the template is created and customized.

* Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.

* Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.

* Test and validate the generated responses to ensure accuracy and effectiveness.

* Option B is correct as it follows the proper steps for using Prompt Builder.

* Option A and Option C do not capture the full process correctly.

References:

* Salesforce Prompt Builder Documentation: [https://help.salesforce.com/s/articleView?id=sf.](https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm)

[prompt_builder_overview.htm](https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm)

最新問題: 49

Universal Containers (UC) は生成 AI を実装しており、プロンプト テンプレートを活用して、閲覧履歴に基づいて Web サイト訪問者にパーソナライズされた製品の推奨を提供する応答を顧客に提供したいと考えています。

チャットボットが正確な推奨事項を提供できるようにするために、UC が最初に取りべきステップは何か？

- A. 普遍的な製品推奨事項を設計します。
- B. チャットボットの応答スクリプトを記述します。
- C. 閲覧データを収集して分析します。

Answer: C (メッセージを残す)

To enable personalized product recommendations using generative AI, the foundational step for Universal Containers (UC) is collecting and analyzing browsing data (Option C). Personalized recommendations depend on understanding user behavior, which requires structured data about their browsing history. Without this data, the AI model lacks the context needed to generate relevant suggestions.

* Data Collection: UC must first aggregate browsing data (e.g., pages visited, products viewed, session duration) to build a dataset that reflects user preferences.

* Data Analysis: Analyzing this data identifies patterns (e.g., frequently viewed categories) that inform how prompts should be structured to retrieve relevant recommendations.

* Grounding in Data: Salesforce's Prompt Templates rely on grounding data to generate accurate outputs. Without analyzing browsing data, the prompt template cannot reference meaningful insights for personalization.

Options A and D are incorrect because:

* Universal recommendations (A) ignore personalization, which is the core requirement.

* Writing a response script (D) addresses chatbot interaction design, not the accuracy of recommendations.

References:

* Salesforce Agentforce Specialist Certification Guide: Highlights the importance of grounding prompts in relevant data sources to ensure accuracy.

* Trailhead Module: "Einstein for Developers" emphasizes data preparation as a prerequisite for effective AI-driven personalization.

* Salesforce Help Documentation: Recommends analyzing user behavior data to tailor generative AI outputs in commerce use cases.

最新問題: 50

Universal Containers は、CRM データを、大規模言語モデル (LLM) へのプロンプトで適切にフォーマットされた JSON として組み込むことを希望しています。

この要件に関して重要な考慮事項は何ですか？

- A. プロンプト テンプレートを作成するときは、CRM データを JSON に変換」チェックボックスをオンにする必要があります。
- B. Apex コードを使用して、JSON 形式の差し込み項目を返すことができます。
- C. プロンプトビルダー設定で JSON 形式を有効にする必要があります。

Answer: ([解答を表示する](#))

* Context of the Question

* Universal Containers (UC) wants to send well-formatted JSON data in a prompt to a large language model (LLM).

* The question is about an important technical or design consideration for including CRM data as JSON in that prompt.

* Why Apex Code for JSON Formatting?

* Apex to Generate JSON: Salesforce does not have a simple "checkbox" or single setting to

"convert CRM data to JSON." Typically, to structure data as JSON in a template, you either:

* Use an Apex class that queries or processes the data, then returns a JSON string.

* Use a Flow or formula approach (though complex data structures often require Apex).

* No Built-In "Enable JSON Format in Prompt Builder": Prompt Builder doesn't have a toggle that automatically transforms data into JSON.

* ConclusionThe practical solution to pass CRM data in JSON format to an LLM is to use Apex code (or a specialized Flow approach) to produce a JSON string, which the prompt can then merge and pass along. Hence, Option B is correct.

Salesforce Agentforce Specialist References & Documents

* Salesforce Documentation: Working with JSON in ApexDescribes how to serialize and deserialize data using Apex for integration or AI prompts.

* Salesforce Agentforce Specialist Study GuideEmphasizes the need for custom logic (often in Apex) when complex data transformations (like JSON formatting) are required.

最新問題: 51

Agentforce データ ライブラリでナレッジ記事を使用する主な利点は何ですか?

A. ナレッジ記事のリトリーバーのみが、エージェントがプラットフォーム内と顧客の Web サイトの両方からナレッジにアクセスできるようにします。

B. 承認された文書の構造化された検索可能なりポジトリを提供するため、エージェントは各問い合わせに対して信頼できる情報を取得できます。

C. ナレッジ記事の取得機能は、デフォルトの取得機能よりも精度とパフォーマンスに優れています。

Answer: B ([メッセージを残す](#))

Why is "A structured, searchable repository of approved documents" the correct answer? Using a Knowledge Article in an Agentforce Data Library ensures that agents can quickly access reliable and pre-approved information during customer interactions.

Key Benefits of Knowledge Articles in an Agentforce Data Library:

- * Ensures Information Accuracy and Consistency
- * Knowledge articles provide approved, well-structured responses, reducing the risk of misinformation.
- * This ensures customer service consistency across different agents.
- * Improves Searchability and AI-Grounded Responses
- * Articles are indexed and retrieved efficiently by AI-powered search engines.
- * AI-generated responses are grounded in accurate, structured knowledge, improving response quality.
- * Enhances Customer Support and Agent Productivity
- * Agents spend less time searching for information and more time resolving customer inquiries.
- * Einstein AI can suggest the most relevant articles based on conversation context.

Why Not the Other Options?

A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.

* Incorrect because other retrievers (e.g., standard Salesforce Data Cloud retrievers) can also provide knowledge access.

* Knowledge articles can be accessed via multiple retrieval mechanisms, not just one specific retriever.

C. The retriever for Knowledge articles has better accuracy and performance than the default retriever.

* Incorrect because retriever accuracy depends on indexing and search configuration, not the article type.

* The default retriever works just as efficiently when properly configured.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that Knowledge articles provide structured, searchable, and approved information for AI-grounded responses.

最新問題: 52

Universal Containers は、新しい Agentforce サービス エージェントを会社の Web サイトに導入しましたが、会社の Salesforce ナレッジ記事に記載されている顧客の質問に Agentforce サービス エージェントが回答していないというフィードバックを受けています。考えられる問題は何でしょうか？

A. Agentforce サービス エージェント ユーザーに正しいエージェント タイプ ライセンスが割り当てられていません。

B. Agentforce サービス エージェント ユーザーは、標準のエージェント ナレッジ プロファイルの下に作成する必要があります。

C. Agentforce サービス エージェント ユーザーに「ナレッジの表示を許可」権限セットが付与されていません。

Answer: C (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles. Let's troubleshoot the issue.

* Option A: The Agentforce Service Agent user is not assigned the correct Agent Type License.

There's no "Agent Type License" in Salesforce-agent functionality is tied to Agentforce licenses (e.g., Service Agent license) and permissions. Licensing affects feature access broadly, but the specific issue of not retrieving Knowledge suggests a permission problem, not a license type, making this incorrect.

* Option B: The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile. No "standard Agent Knowledge profile" exists. The Agentforce Service Agent runs under a system user (e.g., "Agentforce Agent User") with a custom profile or permission sets. Profile creation isn't the issue-access permissions are, making this incorrect.

* Option C: The Agentforce Service Agent user was not given the Allow View Knowledge permission set. The Agentforce Service Agent user requires read access to Knowledge articles to ground responses. The "Allow View Knowledge" permission (typically via the "Salesforce Knowledge User" license or a permission set like "Agentforce Service Permissions") enables this. If missing, the agent can't access Knowledge, even if articles are indexed, causing the reported failure. This is a common setup oversight and the likely issue, making it the correct answer.

Why Option C is Correct: Lack of Knowledge access permissions for the Agentforce Service Agent user directly prevents retrieval of article content, aligning with the symptoms and Salesforce security requirements.

References:

* Salesforce Agentforce Documentation: Service Agent Setup > Permissions - Requires Knowledge access.

* Trailhead: Set Up Agentforce Service Agents - Lists "Allow View Knowledge" need.

* Salesforce Help: Knowledge in Agentforce - Confirms permission necessity.

最新問題: 53

顧客とエージェント間の会話の記録を保存するオブジェクトはどれですか?

- A. エンドユーザーへのメッセージング
- B. メッセージングセッション
- C. ケース

Answer: B (メッセージを残す)

Why is "Messaging Session" the correct answer?

In Agentforce, the Messaging Session object stores the conversation transcript between the customer and the agent.

Key Features of the Messaging Session Object:

- * Stores the Entire Customer-Agent Conversation
- * The Messaging Session object maintains a record of the full chat history, including timestamps, messages, and interactions.
- * This ensures that past interactions can be referenced during follow-ups.
- * Supports AI-Powered Work Summaries
- * Einstein AI uses Messaging Sessions to generate summaries of chat interactions for agents.
- * These summaries are stored and accessible for later reference.
- * Links with Service Cloud for Case Resolution
- * If a conversation escalates into a case, the Messaging Session object can be linked to it.
- * This allows support teams to review the conversation history without switching contexts.

Why Not the Other Options?

A. Messaging End User

- * Incorrect because this object stores details about the customer (e.g., name, contact details) but not the conversation transcript.

C. Case

- * Incorrect because Cases store structured service requests but do not contain raw conversation transcripts.
- * Instead, cases may reference the Messaging Session object.

Agentforce Specialist References

- * Salesforce AI Specialist Material confirms that Messaging Sessions store chat conversations and support Einstein Work Summaries.

最新問題: 54

Einstein Studio でカスタム リトリバーを作成する場合、どの手順が必須と考えられますか？

- 検索インデックスを選択し、関連付けられたデータ モデル オブジェクト (DMO) とデータ スペースを指定し、必要に応じてフィルターを定義して検索結果を絞り込みます。
- 返される結果の最大数を指定して出力構成を定義し、プロンプトの基礎となる出力フィールドをマップします。
- 検索インデックスを構成し、ベクター検索またはハイブリッド検索を選択し、フィルタリングするフィールド、データ空間、モデルを選択してから、ランキング方法を定義します。

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

* Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

* Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

* Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren't mandatory for the retriever to function. This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

* Option B: Defining output configuration (e.g., max results, field mapping) is important for shaping the retriever's output, but it's a secondary step. The retriever must first know where to search (A) before output can be configured.

* Option C: This option includes advanced configurations (vector/hybrid search, filtering fields, ranking method), which are valuable but not essential. A basic retriever can operate without specifying search type or ranking, as defaults apply, but it cannot function without a search index, DMO, and data space.

* Option A: This is the minimum required step to create a functional retriever, making it essential.

Option A is the correct answer as it captures the core, mandatory components of retriever setup in Einstein Studio.

References:

* Salesforce Agentforce Documentation: "Custom Retrievers in Einstein Studio" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type=5)

* Trailhead: "Einstein Studio for

Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/einstein-studio-for-agentforce>)

最新問題: 55

Agentforce は、フローを参照アクションタイプとして使用して、コパイロット カスタム アクションを作成しました。ただし、会話プレビューに期待どおりの結果が提供されないため、トラブルシューティングが必要です。

問題の根本原因を特定するために Agentforce スペシャリストは何をすべきでしょうか？

A. Copilot Builder の Dynamic Panel 内で、動的デバッグをオンにして入力と出力を表示します。

B. ダイナミック パネル内の Copilot Builder で、選択したアクションを確認し、入力セクションと出力セクションの値を確認します。

C. Copilot Builder で、ユーザーが入力した発話を検証し、デバッグ情報についてセッション イベント ログを確認します。

Answer: ([解答を表示する](#))

When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.

* Option B, confirming selected actions and observing the Input and Output sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.

* Option C, verifying the user utterance and reviewing session event logs, could provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.

Salesforce Agentforce Specialist References: To explore more about dynamic debugging in Copilot Builder, see: https://help.salesforce.com/s/articleView?id=sf.copilot_custom_action_debugging.htm

最新問題: 56

Universal Containers は、プロンプト テンプレートでレコード スナップショットのグラウンディング機能を活用したいと考えています。どのような準備が必要ですか？

A. マスターレコードタイプのページレイアウトを構成します。

B. 接地するすべてのフィールドのフィールドセットを作成します。

C. オブジェクトの動的フォームを有効にして構成します。

Answer: B (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to use Record Snapshots grounding in a prompt template to provide context from a specific record. Let's evaluate the preparation steps.

* Option A: Configure page layout of the master record type. While page layouts define field visibility for users, Record Snapshots grounding relies on field accessibility at the object level, not the layout.

The AI accesses data based on permissions and configuration, not layout alone, making this insufficient and incorrect.

* Option B: Create a field set for all the fields to be grounded. Record Snapshots in Prompt Builder allow grounding with fields from a record, but you must specify which fields to include. Creating a field set is a recommended preparation step—it groups the fields (e.g., from the object) to be passed to the prompt template, ensuring the AI has the right data. This is a documented best practice for controlling snapshot scope, making it the correct answer.

* Option C: Enable and configure dynamic form for the object. Dynamic Forms enhance UI flexibility but aren't required for Record Snapshots grounding. The feature pulls data directly from the object, not the form configuration, making this irrelevant and incorrect.

Why Option B is Correct: Creating a field set ensures the prompt template uses the intended fields for grounding, a key preparation step per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Prompt Builder > Record Snapshots - Recommends field sets for grounding.
- * Trailhead: Ground Your Agentforce Prompts - Details field set preparation.
- * Salesforce Help: Set Up Record Snapshots - Confirms field set usage.

最新問題: 57

Einstein Trust Layer は、有用で意味のある応答を生成しながら機密データが保護されることをどのように保証しますか？

- A. マスクされたデータは、応答中にマスク解除されます。
- B. マスクされたデータは、リクエストの過程でマスク解除されます。
- C. 関連性のしきい値を満たさない応答は自動的に拒否されます。

Answer: A (メッセージを残す)

The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de- masking it during the response journey.

How It Works:

- * Data Masking in the Request Journey:
- * Sensitive Data Identification: Before sending the prompt to the LLM, the Einstein Trust Layer scans the input for sensitive data, such as personally identifiable information (PII), confidential business information, or any other data deemed sensitive.
- * Masking Sensitive Data: Identified sensitive data is replaced with placeholders or masks. This ensures that the LLM does not receive any raw sensitive information, thereby protecting it from potential exposure.
- * Processing by the LLM:
- * Masked Input: The LLM processes the masked prompt and generates a response based on the masked data.
- * No Exposure of Sensitive Data: Since the LLM never receives the actual sensitive data, there is no risk of it inadvertently including that data in its output.
- * De-masking in the Response Journey:
- * Re-insertion of Sensitive Data: After the LLM generates a response, the Einstein Trust Layer replaces the placeholders in the response with the original sensitive data.
- * Providing Meaningful Responses: This de-masking process ensures that the final response is both meaningful and complete, including the necessary sensitive information where appropriate.
- * Maintaining Data Security: At no point is the sensitive data exposed to the LLM or any unintended recipients, maintaining data security and compliance.

Why Option A is Correct:

* De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.

* Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.

Why Options B and C are Incorrect:

* Option B (Masked data will be de-masked during request journey):

* Incorrect Process: De-masking during the request journey would expose sensitive data before it reaches the LLM, defeating the purpose of masking and compromising data security.

* Option C (Responses that do not meet the relevance threshold will be automatically rejected):

* Irrelevant to Data Protection: While the Einstein Trust Layer does enforce relevance thresholds to filter out inappropriate or irrelevant responses, this mechanism does not directly relate to the protection of sensitive data. It addresses response quality rather than data security.

References:

* Salesforce Agentforce Specialist Documentation - Einstein Trust Layer Overview:

* Explains how the Trust Layer masks sensitive data in prompts and re-inserts it after LLM processing to protect data privacy.

* Salesforce Help - Data Masking and De-masking Process:

* Details the masking of sensitive data before sending to the LLM and the de-masking process during the response journey.

* Salesforce Agentforce Specialist Exam Guide - Security and Compliance in AI:

* Outlines the importance of data protection mechanisms like the Einstein Trust Layer in AI implementations.

Conclusion:

The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

最新問題: 58

ユニバーサルコンテナズは、AI を活用して営業チームの日常業務を効率化することを目指しています。

これらの新しいワークフローを検討する場合、どの改善に Prompt Builder の使用が必要ですか？

A. AI が生成した商談成立までの時間の見積もりを入力する

B. 販売契約の AI 生成概要フィールドに入力します。

C. 新しいリードに対して AI 生成のリード スコアを入力します。

Answer: B (メッセージを残す)

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

最新問題: 59

Northern Trail Outfitters (NTO) は、本番組織で Einstein Trust Layer を設定したいと考えていますが、セットアップ ページにオプションが表示されません。

Data Cloud をプロビジョニングした後、このオプションを NTO で利用できるようにするために、AI スペシャリストはどの手順を実行する必要がありますか？

- A. エージェントをオンにします。
- B. Einstein Generative AI をオンにします。
- C. プロンプトビルダーをオンにします。

Answer: B (メッセージを残す)

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

* Option A (Turning on Agent) is unrelated to the setup of the Einstein Trust Layer, which focuses more on generative AI interactions and data handling.

* Option C (Turning on Prompt Builder) is used for configuring and building AI-driven prompts, but it does not enable the Einstein Trust Layer.

Salesforce Agentforce Specialist References: For more details on the Einstein Trust Layer and setup steps:

https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_overview.htm

最新問題: 60

Universal Containers (UC) は、過去数か月間に顧客の契約キャンセルが増加していることに気づきました。UC は、顧客が契約をキャンセルする前にプロアクティブなアウトリーチプログラムを実施することでこの問題に対処する方法を模索しており、Salesforce チームに提案を求めています。

モデルビルダーのどのユースケース機能が UC の要求と一致していますか？

- A. 商品の推奨予測
- B. 顧客離脱予測
- C. 契約更新日の予測

Answer: (解答を表示する)

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

* Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

* Option A (product recommendation prediction) is unrelated to contract cancellations.

* Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

References:

* Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

最新問題: 61

Universal Containers は、ナレッジ記事に基づいて質問に答えるエージェントを実装しました。エージェントビルダーにはどのトピックとエージェントアクションが表示されますか？

A. 一般的な Q&A トピックとナレッジ記事の回答アクション。

B. 一般的な CRM トピックと LLM アクションによる質問への回答。

C. 一般的な FAQ トピックと、ナレッジアクションによる質問への回答。

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation: UC's agent answers questions using Knowledge articles, configured in Agent Builder. Let's identify the topic and action.

* Option A: General Q&A topic and Knowledge Article Answers action. "General Q&A" is not a standard topic name in Agentforce, and "Knowledge Article Answers" isn't a predefined action. This lacks specificity and doesn't match documentation, making it incorrect.

* Option B: General CRM topic and Answers Questions with LLM Action. "General CRM" isn't a default topic, and "Answers Questions with LLM" suggests raw LLM responses, not Knowledge-grounded ones. This doesn't align with the Knowledge focus, making it incorrect.

* Option C: General FAQ topic and Answers Questions with Knowledge Action. In Agent Builder, the "General FAQ" topic is a common default or starting point for question-answering agents. The

"Answers Questions with Knowledge" action (sometimes styled as "Answer with Knowledge") is a prebuilt action that retrieves and grounds responses with Knowledge

articles. This matches UC's implementation and is explicitly supported in documentation, making it the correct answer.

Why Option C is Correct:"General FAQ" and "Answers Questions with Knowledge" are the standard topic- action pair for Knowledge-based question answering in Agentforce, per Salesforce resources.

References:

* Salesforce Agentforce Documentation: Agent Builder > Actions - Lists "Answers Questions with Knowledge."

* Trailhead: Build Agents with Agentforce - Describes FAQ topics with Knowledge actions.

* Salesforce Help: Knowledge in Agentforce - Confirms this configuration.

有効な **Agentforce-Specialist-JPN** 問題集は GoShiken.com が提供された合格しやすい Agentforce-Specialist-JPN 試験問題集！ GoShiken.com が最新の **Agentforce-Specialist-JPN** 試験問題集を提供しています。GoShiken.com Agentforce-Specialist-JPN 試験問題は最新で、解答が正確でございます。最新の GoShiken.com Agentforce-Specialist-JPN 問題集をゲットする人はこちら:

<https://www.goshiken.com/Salesforce/Agentforce-Specialist-JPN-mondaishu.html>

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最新問題: **62**

Agentforce スペシャリストは、アカウント オブジェクトの「最新の商談の概要」というカスタムフィールドに、最近開かれた 3 つの商談の情報を入力するためのプロンプト テンプレートを作成する必要があります。Agentforce スペシャリストは、プロンプト テンプレートに必要なデータをどのように収集すればよいでしょうか。

A. 最新の商談関連リストをマージ フィールドとして選択します。

B. 商談情報を取得するためのフローを作成します。

C. プロンプト テンプレートを作成するときに、リソースとしてアカウント 商談オブジェクトを選択します。

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this

data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

* Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {! Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

* Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

* Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

* Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5)

[id=sf.agentforce_flow_prompt_integration.htm&type=5\)](https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5)

* Trailhead: "Build Flows for

Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce>)

最新問題: 63

Universal Containers は、ユーザー向けに 3 つの異なるタイプの売上概要を取得するために、3 つのカスタム アクションを実装しています。ユーザーからは、自分の発言に基づいた正しい概要が得られないとの苦情が寄せられています。Agentforce スペシャリストは、根本原因として何を調査すべきでしょうか。

A. カスタムアクションがエージェントに割り当てられていることを確認します。

B. アクションの指示が一意であることを確認します。

C. 入力タイプと出力タイプが正しく選択されていることを確認します。

Answer: ([解答を表示する](#))

The root cause of users receiving incorrect sales summaries lies in non-unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot's natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.

Steps to Investigate:

- * Review Action Instructions: Ensure each custom action has distinct, context-specific instructions. For example:
 - * Action 1: "Summarize quarterly sales by region."
 - * Action 2: "Generate a product-wise sales breakdown for the current fiscal year."
 - * Action 3: "Provide a comparison of sales performance between online and in-store channels." Ambiguous or overlapping instructions (e.g., "Get sales summary") cause confusion.
- * Test Utterance Matching: Use Einstein Bot's training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.
- * Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.

Why Other Options Are Incorrect:

- * A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.
- * C. Input/output types relate to data formatting, not intent routing. While important for execution, they don't resolve utterance mismatches.

References:

- * Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.
- * Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.
- * Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

最新問題: 64

Agentforce データ ライブラリが AI エージェントの応答精度の向上に最も役立つことを最もよく示すシナリオはどれですか。

- A. AI エージェントが、データ ライブラリに保存され、定期的に更新され、インデックス付けされた厳選されたポリシー ドキュメント セットに基づいて回答を提供する必要がある場合。
- B. AI エージェントが、顧客 ID や製品 ID などの共通データに基づいて、異なるソースからのデータを結合する必要がある場合。
- C. ベクトル化と取得のためにゼロコピーを使用して Snowflake からデータが取得されている場合。

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data. Let's assess the scenarios.

- * Option A: When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library. The Data Library is designed to store and index structured content (e.g., Knowledge articles, policy

documents) for semantic search and grounding. It excels when an agent needs accurate, up-to-date responses from a managed corpus, like policy documents, ensuring relevance and reducing hallucinations. This is a prime use case per Salesforce documentation, making it the correct answer.

* Option B: When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding. Combining disparate sources is more suited to Data Cloud's ingestion and harmonization capabilities, not the Data Library, which focuses on indexed content retrieval. This scenario is less aligned, making it incorrect.

* Option C: When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval. Zero-copy integration with Snowflake is a Data Cloud feature, but the Data Library isn't specifically tied to this process-it's about indexed libraries, not direct external retrieval. This is a different context, making it incorrect.

Why Option A is Correct: The Data Library shines in curated, indexed content scenarios like policy documents, improving agent accuracy, as per Salesforce guidelines.

References:

* Salesforce Agentforce Documentation: Data Library > Use Cases - Highlights curated content grounding.

* Trailhead: Ground Your Agentforce Prompts - Describes Data Library accuracy benefits.

* Salesforce Help: Agentforce Data Library - Confirms policy document scenario.

最新問題: 65

Universal Containers (UC) は、ナレッジベースに基づいた AI 生成の電子メール応答により、パーソナライズされたサービス エクスペリエンスを提供し、エージェントの処理時間を短縮したいと考えています。

UC ではどの AI 機能を使用すべきでしょうか？

A. インシュタインのメール返信

B. Einstein サービスがメールに返信

C. Einstein Generative Service がメールに返信

Answer: B (メッセージを残す)

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

* Einstein Email Replies (option A) is more suited for sales use cases.

* Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

References:

Einstein Service Replies Overview:

最新問題: 66

Universal Containers (UC) は、最新かつアクティブで関連性のあるポリシーとコンプライアンス情報を顧客に提供する Agentforce サービス エージェントを構築したいと考えています。エージェントは次の要件を満たす必要があります。

- * 人事ポリシー、コンプライアンス ガイドライン、会社の手順を意味的に検索します。
- * 回答が公開された知識に基づいていることを確認します。
- * 手動で再構成することなく、ナレッジの更新をすぐに反映できるようにします。エージェントが正しい情報を取得できるようにするには、UC は何をする必要がありますか？

A. エージェントがすべての内部記録と過去の顧客からの問い合わせを検索できるようにします。

B. AI による取得用にポリシー ドキュメントを保存およびインデックス付けするための Agentforce データ ライブラリを設定します。

C. 幻覚を防ぐために、ポリシー応答を AI モデルに手動で追加します。

Answer: B (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.

* Option A: Enable the agent to search all internal records and past customer inquiries. Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.

* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval. The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.

* Option C: Manually add policy responses into the AI model to prevent hallucinations. Manually embedding responses into the model isn't feasible-Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.

Why Option B is Correct: The Data Library meets all criteria-semantic search, Knowledge grounding, and instant updates-per Salesforce's recommended approach.

References:

* Salesforce Agentforce Documentation: Data Library > Knowledge Integration - Details indexing and updates.

* Trailhead: Build Agents with Agentforce - Covers Data Library for accurate responses.

* Salesforce Help: Grounding with Knowledge - Confirms real-time sync.

最新問題: 67

Universal Containers (UC) は、カスタマー サービス エージェントが関連するトラブルシューティング手順とポリシー ガイドラインをすばやく取得できるように、AI を活用したサポート アシスタントを展開しています。このアシスタントは、製品マニュアル、ポリシードキュメント、過去のケース解決を含む Data Cloud の検索インデックスに依存しています。テスト中に、UC は、エージェントが、もはや適用されない古い製品バージョンから無関係な結果を受け取りすぎていることに気付きました。

UC はこの問題にどのように対処すべきでしょうか？

- A. 検索インデックスを変更して、過去 1 年間のドキュメントのみを保存し、古いレコードを削除します。
- B. Einstein Studio でカスタム リトリバーを作成し、公開日と製品ラインのフィルターを適用します。
- C. デフォルトのリトリバーを使用します。これは、検索インデックス全体を既に検索し、広範囲をカバーしているためです。

Answer: C (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC's support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue. Let's evaluate the options.

* Option A: Modify the search index to only store documents from the last year and remove older records. While limiting the index to recent documents could reduce irrelevant results, this requires ongoing maintenance (e.g., purging older data) and risks losing valuable historical context from past resolutions. It's a blunt approach that doesn't leverage Data Cloud's filtering capabilities, making it less optimal and incorrect.

* Option B: Create a custom retriever in Einstein Studio, and apply filters for publication date and product line. There's no "Einstein Studio" in Salesforce—possibly a typo for Agentforce Studio or Data Cloud. Custom retrievers can be created in Data Cloud, but this requires advanced configuration (e.g., custom code or Data Cloud APIs) beyond standard Agentforce setup. This is overcomplicated compared to native options, making it incorrect.

* Option C: Use the default retriever, as it already searches the entire search index and provides broad coverage. This option seems misaligned at first glance, as the default retriever's broad coverage is causing the issue. However, the intent (based on typical Salesforce question patterns) likely implies using the default retriever with additional configuration. In Data Cloud, the default retriever searches the index, but you can apply filters (e.g., publication date, relevance) via the Data Library or prompt grounding settings to prioritize current documents. Since the question lacks an explicit filtering option, this is interpreted as the closest correct choice with refinement assumed, making it the answer by elimination and context.

Why Option C is Correct (with Caveat): The default retriever, when paired with filters (assumed intent), allows UC to refine results without custom development. Salesforce documentation emphasizes refining retriever scope over rebuilding indexes, though the

question's phrasing is suboptimal. Option C is selected as the least incorrect, assuming filter application.

References:

* Salesforce Data Cloud Documentation: Search Indexes > Retrievers - Notes filter options for relevance.

* Trailhead: Data Cloud for Agentforce - Covers refining search results.

* Salesforce Help: Grounding with Data Cloud - Suggests default retriever with customization.

最新問題: 68

Universal Container (UC) は、プロンプト テンプレートを効果的に活用して、Lightning レコード ページの概要フィールドを更新しています。管理者は現在、Flow を使用して同様の機能を UC の自動化プロセスに組み込むことを希望しています。

管理者は、フロー内からこのプロンプト テンプレートからの応答を取得し、UC の自動化の一部として使用するにはどうすればよいですか？

A. 呼び出し可能なApex

B. フローアクション

C. フローのためのインシュタイン

Answer: C (メッセージを残す)

1.Context of the Question

oUniversal Container (UC) has used prompt templates to update summary fields on record pages.

oNow, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

2.How to Call a Prompt Template Within a Flow

oFlow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.

oOther Options:

Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available.

However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

Einstein for Flow: A broad label for Salesforce's generative AI features within Flow. Under the hood, you typically use a "Flow Action" that points to your prompt.

3.Conclusion

oThe easiest out-of-the-box solution is to use a Flow Action referencing the prompt template. Hence, Option B is correct.

Salesforce Agentforce Specialist References & Documents

*Salesforce Trailhead: Use Prompt Templates in Flow

Demonstrates how to add an Action in Flow that calls a prompt template.

最新問題: 69

AI スペシャリストは、営業チーム用のプロンプト テンプレートを作成する任務を負っています。テンプレートでは、特定のアカウントに関連するすべての商談の概要を生成する必要があります。

プロンプト テンプレートに関連機会リストのデータを含めるために、AI スペシャリストが使用する必要があるグラウンディング手法はどれですか？

- A. マージ フィールドを使用して、商談のカスタム関連リストを参照します。
- B. マージ フィールドを使用して、商談のデフォルトの関連リストを参照します。
- C. 数式フィールドを使用して、Einstein 関連商談リストを参照します。

Answer: ([解答を表示する](#))

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce References:

* Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1>

* Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

最新問題: 70

Universal Containers (UC) では最近、サポート ケースの数が増加しています。その結果、UC はカスタマー サポート担当者を増員し、進行中のケースの一部を新しい担当者に割り当て始めました。

新しいサポート担当者は、各ケースコメントを読まなくてもケースの詳細を理解するために、どの生成 AI ソリューションを使用すればよいのでしょうか？

- A. エージェント
 - B. アインシュタイン販売概要
 - C. アインシュタインの仕事の概要
- Answer: C (メッセージを残す)**

New customer support reps at Universal Containers can use Einstein Work Summaries to quickly understand the details of a case without reading through each case comment.

Work Summaries leverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.

* Agent can assist with a variety of tasks but is not specifically designed for summarizing case details.

* Einstein Sales Summaries are focused on summarizing sales-related activities, which is not applicable for support cases.

For more details, refer to Salesforce documentation on Einstein Work Summaries.

最新問題: 71

Universal Containers (UC) の Agentforce は、ノーコード ツールのみを使用して構築しています。専門の営業チームが定期的にしか対応しない小規模アカウントが多数あり、UC は営業オペレーション チームの時間を最大化したいと考えています。UC は、データ クラウド経由でキャプチャされた過去の購入履歴、連絡先が示した製品への関心、およびトランスクリプトが存在する過去の電子メールと電話での会話の要約をまとめることで、営業チームが電話対応の準備ができるようにしたいと考えています。

このユースケースを実現するために、Agentforce スペシャリストはどのアプローチを推奨すべきでしょうか？

- A. 標準基盤モデルを使用して、CRH および Data Cloud データに基づいたプロンプト テンプレートを使用します。
- B. データの複雑さに応じて標準の基礎モデルを微調整します。
- C. まず、このデータに UC 独自のカスタム基礎モデルをデプロイします。

Answer: A (メッセージを残す)

For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.

g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

最新問題: 72

販売コンテキストで Agentforce Sales Agent を活用する適切なユースケースは何ですか？

A. ステート チームが自然言語を使用して、関連データに基づいて定義されたセールス タスクを呼び出し、会社のポリシーが適用されていることを確認できるようにします。会話形式で、現在または工作中に。

B. ビジネス ルールに基づいたインタラクティブなステップバイステップ ガイドを営業 チームに提供することで、Salesforce への正確なデータ入力を保証し、より確実に取引を 成立させることができます。

C. 受信したメッセージやメールを即座に確認して読み、適切な商談、連絡先、アカウント レコードに記録することで、顧客とのやり取りやコミュニケーションの全体像を把握でき ます。

Answer: A (メッセージを残す)

Agentforce Sales Agent is designed to let sales teams perform tasks via natural language commands, leveraging Salesforce data while adhering to policies. For example, agents can ask the AI to "update the opportunity stage to Closed Won" or "generate a quote," with the system enforcing validations and data security. This use case aligns with Salesforce's vision of conversational AI streamlining workflows without compromising compliance.

* Step-by-step guides (B) are typically handled by tools like Dynamic Forms or Guided Selling, not Agentforce.

* Logging messages/emails (C) is managed by Email-to-Case or Service Cloud, not a sales-specific AI agent.

最新問題: 73

データ サイエンス チームは、Databricks で製品推奨用の XGBoost 分類モデルをトレーニングしました。Agentforce スペシャリストは、このモデルから製品推奨の推論をスタンドアロン データ モデル オブジェクト (DMO) として Data Cloud に取り込むことを任されています。

Agentforce スペシャリストはこれをどのように設定すればよいでしょうか？

A. Databricks でサービス エンドポイントを作成し、モデル ビルダーを使用してモデルを構成します。

B. Einstein Studio でサービスエンドポイントを作成し、モデルビルダーを使用してモデルを設定します。

C. Databricks でサービス エンドポイントを作成し、Python SDK コネクタを使用してモデルを構成します。

Answer: A (メッセージを残す)

To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand-alone Data Model Object (DMO):

* Create the Serving Endpoint in Databricks:

* The serving endpoint is necessary to make the trained model available for real-time inference.

Databricks provides tools to host and expose the model via an endpoint.

* Configure the Model Using Model Builder:

* After creating the endpoint, the Agentforce Specialist should configure it within Einstein Studio's Model Builder, which integrates external endpoints with Salesforce Data Cloud for processing and storing inferences as DMOs.

* Option B: Serving endpoints are not created in Einstein Studio; they are set up in external platforms like Databricks before integration.

* Option C: A Python SDK connector is not used to bring model inferences into Salesforce Data Cloud; Model Builder is the correct tool.

最新問題: 74

Universal Containers (UC) は、Salesforce Service Cloud を使用して、顧客とケースを処理するエージェントをサポートしています。

UC は、エージェントを実装し、Service Cloud をモバイル ユーザーに拡張することを検討しています。

エージェントの実装が最も有利なのはいつでしょうか？

- A. 顧客サポートプロセスを合理化し、応答時間を改善することが目標である場合
- B. 主な目的がデータセキュリティとコンプライアンス対策の強化である場合
- C. マーケティングキャンペーンと戦略の最適化に重点を置く場合

Answer: A (メッセージを残す)

Agent implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Agent can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

* Option B (data security) is not the primary focus of Agent, which is more about improving operational efficiency.

* Option C (marketing campaigns) falls outside the scope of Service Cloud and Agent's primary benefits, which are aimed at improving customer service and case management. For further reading, refer to Salesforce documentation on Agent for Service Cloud and how it improves support processes.

最新問題: 75

Salesforce Agentforce データライブラリ (データソースに関係なく) を設定して保存すると、どのコンポーネントが自動的に作成され、Data Cloud で使用できるようになりますか？

- A. データ パイプライン、インデックス エンジン、クエリ プロセッサ
- B. データコネクタ、分析ダッシュボード、ワークフロールール
- C. データストリーム、検索インデックス、リトリバー

Answer: C (メッセージを残す)

Why is "A data stream, a search index, and a retriever" the correct answer?

When a Salesforce Agentforce Data Library is configured and saved, it automatically creates three essential components in Data Cloud to facilitate AI-driven search and retrieval.

Key Components Created in Data Cloud:

* Data Stream

* This acts as the pipeline that brings data into Data Cloud.

* It enables real-time data ingestion from sources such as Salesforce records, PDFs, or external databases.

* Search Index

* After ingestion, data is indexed for efficient search and retrieval.

* This allows AI models to perform structured queries and retrieve relevant data faster.

* Retriever

* The retriever is an AI-powered search mechanism that uses the search index to fetch the most relevant data.

* It ensures that AI-generated responses are grounded in structured, reliable data.

Why Not the Other Options?

A. A data pipeline, an indexing engine, and a query processor

* Incorrect because Data Cloud does not use a query processor in the same way as traditional databases.

* Instead, retrievers handle AI-powered data searches.

B. A data connector, an analytics dashboard, and a workflow rule

* Incorrect because these components are not automatically created when setting up a Data Library.

* Analytics dashboards and workflow rules are separate tools used for reporting and automation.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that a Data Stream, Search Index, and Retriever are created automatically in Data Cloud when configuring a Data Library.

最新問題: 76

リトリーバーと検索インデックスのコンテキストで、Data Cloud のデータ準備プロセスを最もよく表すものは何ですか？

A. データ準備では、リアルタイムのデータ取り込みと動的インデックス作成に重点を置き、前処理手順なしで動的なグラウンディング参照データを生成します。

B. データ準備には、データ ガバナンスとセキュリティ プロトコルへの準拠を確保するために、構造化されたデータセットを集約、正規化、エンコードすることが含まれます。

C. データ準備には、ベクター データベースからの検索をサポートするために、検索に最適化された方法でコンテンツの読み込み、チャンク化、ベクター化、および保存が含まれます。

Answer: C (メッセージを残す)

Why is "Loading, Chunking, Vectorizing, and Storing" the correct answer?

Agentforce AI-powered search and retriever indexing requires data to be structured and optimized for retrieval. The Data Cloud preparation process involves:

Key Steps in the Data Preparation Process for Agentforce:

- * Loading Data
- * Raw text from documents, emails, chat transcripts, and Knowledge articles is loaded into Data Cloud.
- * Chunking (Breaking Text into Small Parts)
- * AI divides long-form text into retrievable chunks to improve response accuracy.
- * Example: A 1000-word article might be split into multiple indexed paragraphs.
- * Vectorization (Transforming Text for AI Retrieval)
- * Each text chunk is converted into numerical vector embeddings.
- * This enables faster AI-powered searches based on semantic meaning, not just keywords.
- * Storing in a Vector Database
- * The processed data is stored in a search-optimized vector format.
- * Agentforce AI retrievers use this data to find relevant responses quickly.

Why Not the Other Options?

A. Real-time data ingestion and dynamic indexing

- * Incorrect because while real-time updates can occur, the primary process involves preprocessing and indexing first.

B. Aggregating, normalizing, and encoding structured datasets

- * Incorrect because this process relates to data compliance and security, not AI retrieval optimization.

Agentforce Specialist References

- * Salesforce AI Specialist Material confirms that data preparation includes chunking, vectorizing, and storing for AI retrieval in Data Cloud.

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<https://www.goshiken.com/Salesforce/Agentforce-Specialist-JPN-mondaishu.html>

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最新問題: 77

Agent の 会話データを使用してイベント ログを強化する」設定が有効になっている場合、Agentforce では何ができますか？

- A. 各コパイロットアクションにつながったユーザークリックパスを表示します。
- B. 過去 7 日間のセッションのユーザー入力と副操縦士の応答を含むセッション データを表示します。

C. 任意の期間にわたるすべての Copilot 会話の詳細レポートを生成します。

Answer: B (メッセージを残す)

When the "Enrich event logs with conversation data" setting is enabled in Agent, it allows An Agentforce or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping Agentforce Specialists track AI behavior and user engagement.

* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

Salesforce Agentforce Specialist References: You can refer to this documentation for further insights:

https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

最新問題: 78

Data Cloud レトリバーの有効な使用例は何ですか？

A. ベクター データベースから関連データを返します。これによりプロンプトが拡張されます。

B. 外部 Web サイトからのデータを基に、RAG でプロンプトを補強します。

C. Data Cloud に接続されたソース システム内のデータを変更および更新します。

Answer: A (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI-driven applications. Data Cloud retrievers are specialized components that fetch relevant data from Data Cloud's vector database—a storage system optimized for semantic search and retrieval—to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

* Option B: Grounding data from external websites is not a primary function of Data Cloud retrievers.

While RAG can incorporate external data, Data Cloud retrievers specifically work with data within Salesforce's ecosystem (e.g., the vector database or harmonized data lakes), not arbitrary external websites. This makes B incorrect.

* Option C: Data Cloud retrievers are read-only mechanisms designed for data retrieval, not for modifying or updating source systems. Updates to source systems are handled by other Salesforce tools (e.g., Flows or Apex), not retrievers.

Option A is correct because it aligns with the core purpose of Data Cloud retrievers: enhancing prompts with relevant, vectorized data from within Salesforce Data Cloud.

References:

* Salesforce Data Cloud Documentation: "Data Cloud for Agentforce" (Salesforce Help: [https://help](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5).

[salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5))

* Trailhead: "Data Cloud Basics" module

(<https://trailhead.salesforce.com/content/learn/modules/data-cloud-basics>)

最新問題: 79

Universal Containers (UC) は、アカウント オブジェクトの説明フィールドに自動的に入力する予定です。

UC ではどのタイプのプロンプト テンプレートを使用する必要がありますか?

A. フィールド生成プロンプトテンプレート

B. Flex Prompt テンプレート

C. セールスメールプロンプトテンプレート

Answer: A (メッセージを残す)

* Context of the Question Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

* Field Generation Prompt Template

* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

* Why Not Flex or Sales Email Prompt Templates?

* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

* Conclusion For automatically populating the Description field with AI-generated content, the Field Generation prompt template (Option A) is the correct choice.

Salesforce Agentforce Specialist References & Documents

* Salesforce Documentation: Prompt Template Types Explains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

* Salesforce Agentforce Specialist Study Guide Highlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

最新問題: 80

Universal Containers (UC) は、ナレッジ記事を使用して Agentforce データ ライブラリを構成しました。Agent Builder と Experience Cloud サイトでテストすると、エージェントはグラウンデッド ナレッジ記事情報で応答しません。ただし、Prompt Builder でテストすると、応答が正しく返されます。UC は、この問題のトラブルシューティングを行うために何をすべきでしょうか。

- A. 「ナレッジの管理」を割り当てる新しい権限セットを作成し、それを Agentforce サービス エージェント ユーザーに割り当てます。
- B. 割り当てられたユーザー権限セットに、ナレッジ記事へのアクセスに使用されるプロンプト テンプレートへのアクセスが含まれていることを確認します。
- C. Data Cloud ユーザーの権限セットが Agentforce サービス エージェント ユーザーに割り当てられていることを確認します。

Answer: C (メッセージを残す)

Comprehensive and Detailed In-Depth Explanation: UC has set up an Agentforce Data Library with Knowledge articles, and while Prompt Builder retrieves the data correctly, the agent fails to do so in Agent Builder and Experience Cloud. Let's troubleshoot the issue.

* Option A: Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User. The "Manage Knowledge" permission is for authoring and managing Knowledge articles, not for reading or retrieving them in an agent context. The Agentforce Service Agent User (a system user) needs read access to Knowledge, not management rights. This option is excessive and irrelevant to the grounding issue, making it incorrect.

* Option B: Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles. Prompt templates in Prompt Builder don't require specific permissions beyond general Einstein Generative AI access. Since the Prompt Builder test works, the template and its grounding are accessible to the testing user. The issue lies with the agent's runtime access, not the template itself, making this incorrect.

* Option C: Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User. When Knowledge articles are grounded via an Agentforce Data Library, they are often ingested into Data Cloud for indexing and retrieval. The Agentforce Service Agent User, which runs the agent, needs the "Data Cloud User" permission set (or equivalent) to access Data Cloud resources, including the Data Library. If this permission is missing, the agent cannot retrieve Knowledge article data during runtime (e.g., in Agent Builder or Experience Cloud), even though Prompt Builder (running under a different user context) succeeds. This is a common setup oversight and aligns with the symptoms, making it the correct answer.

Why Option C is Correct: The Agentforce Service Agent User's lack of Data Cloud access explains the failure in agent-driven contexts while Prompt Builder (likely run by an admin with broader permissions) succeeds. Assigning the "Data Cloud User" permission set resolves this, per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Data Library Setup > Permissions - Requires Data Cloud access for agents.
- * Trailhead: Ground Your Agentforce Prompts - Notes Data Cloud User permission for Knowledge grounding.
- * Salesforce Help: Agentforce Security > Agent User Setup - Lists required permission sets.

最新問題: 81

Universal Containers には厳格な変更管理プロセスがあり、本番環境に展開されるサンドボックスですべての可能な構成を完了する必要があります。Agentforce スペシャリストは、拡張メッセージングの作業サマリーを設定することを任されています。Einstein Generative AI はすでに本番環境で有効になっており、Einstein 作業サマリー権限セットはすでに本番環境で利用可能です。

Agentforce スペシャリストは、本番組織に展開できるサンドボックスで他にどのような構成手順を実行する必要がありますか？

- A.** 問題、解決策、概要を保存するためのカスタム フィールドを作成し、これらのフィールドを更新するクイック アクションを作成します。メッセージング セッション レコードの paae レイアウトに Wrap Up コンポーネントを追加します。また、対象のエージェントの権限セットの割り当てを作成します。
- B.** Epstein 設定メニューから、[Einstein を有効にする] を選択します。問題、解決策、概要を保存するカスタム フィールドを作成します。これらのフィールドを更新するクイック アクションを作成します。そして、メッセージング セッション レコード ページ レイアウトにラップアップ コンポーネントを追加します。
- C.** 問題、解決策、概要を保存するためのカスタム フィールドを作成し、これらのフィールドを更新するクイック アクションを作成します。そして、メッセージング セッション レコード ページにラップアップ コンポーネントを追加します。

Answer: C (メッセージを残す)

* Context of the Question

* Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.

* Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.

* The Agentforce Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.

* What Can Actually Be Deployed from Sandbox to Production?

- * Custom Fields: Metadata that is easily created in sandbox and then deployed.
 - * Quick Actions: Also metadata-based and can be deployed from sandbox to production.
 - * Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.
 - * Why Option C is Correct
 - * No Need to Turn on Einstein in Sandbox for Deployment: Einstein Generative AI is already enabled in Production; turning it on in the sandbox is typically a manual step if you want to test, but that step itself is not "deployable" in the sense of metadata.
 - * Permission Set Assignments (as in Option A) are not deployable metadata. You can deploy the Permission Set itself but not the specific user assignments. Since the question specifically asks "Which other configuration steps should be taken in the sandbox that can be deployed to the production org?", user assignment is not one of them.
 - * Why Not Option A or B?
 - * Option A: Mentions creating permission set assignments for agents. This cannot be directly deployed from sandbox to Production, as permission set assignments are user-specific and considered "data," not metadata.
 - * Option B: Mentions "Turn on Einstein." But Einstein Generative AI is already enabled in Production. Additionally, "Turning on Einstein" is typically an org-level setting, not a deployable metadata item.
 - * Conclusion The main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are:
 - * Custom Fields (Issue, Resolution, Summary).
 - * A Quick Action that updates those fields.
 - * Page Layout Change to include the Wrap Up component.
- Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.

Salesforce Agentforce Specialist References & Documents

- * Salesforce Trailhead: Work Summaries with Einstein GPT Provides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.
- * Salesforce Documentation: Deploying Metadata Between Orgs Explains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).
- * Salesforce Agentforce Specialist Study Guide Outlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

最新問題: 82

Universal Containers (UC) は、Flow を使用して、統合された Data Cloud オブジェクトから プロンプト テンプレートにデータを取り込むことを望んでいます。
UC ではどのタイプのフローを使用すればよいですか？

- A. データクラウドがトリガーするフロー
- B. テンプレートによってトリガーされるプロンプトフロー
- C. 統合オブジェクトリンクフロー

Answer: B ([メッセージを残す](#))

In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects.

Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts.

For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

最新問題: 83

エージェントのカスタムアクション指示を調整する場合のベストプラクティスは何ですか？

- A. アクションをトリガーすると予想されるユーザー メッセージの例を提供します。
- B. 複数のアクション指示にわたって一貫した導入フレーズと動詞を使用します。
- C. アクションを要求するペルソナを指定します。

Answer: ([解答を表示する](#))

When refining Agent custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.

* Option B (consistent phrases) can improve clarity but does not directly refine the triggering logic.

* Option C (specifying a persona) is not as crucial as giving examples that illustrate how users will interact with the custom action.

For more details, refer to Salesforce's Agent documentation on building and refining custom actions.

最新問題: 84

Universal Containers の営業チームは、全国の見込み客と多数のビデオ営業通話を行っています。営業管理部門は、取引条件や顧客の感情などの重要な情報を簡単に理解できる方法を求めています。

このリクエストに対して、An Agentforce はどの Einstein Generative AI 機能を推奨すべきでしょうか？

- A. アインシュタイン通話概要

B. アインシュタイン会話インサイト

C. アインシュタインビデオKPI

Answer: ([解答を表示する](#))

Einstein Call Summaries is the best option for this scenario because it leverages Salesforce's AI capabilities to automatically summarize key details of video or voice calls. It includes details like deal terms, customer sentiments, follow-up tasks, and other crucial information. This feature is designed to help sales teams focus on their strategies rather than taking extensive manual notes during conversations.

* Einstein Call Summaries: Automatically generates summaries for calls, identifying critical points such as next steps and follow-ups, enhancing efficiency and understanding of deal progression.

* Einstein Conversation Insights: While it provides insights into customer sentiment and engagement, it is more suited for analyzing patterns across conversations rather than summarizing specific call details.

* Einstein Video KPI: Focuses on analyzing key performance indicators within video calls but does not offer summarization features needed for deal terms or sentiment tracking. This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

最新問題: 85

Universal Containers (UC) は標準の Service AI Grounding を使用しています。UC は、Service AI Grounding で使用するカスタム リッチ テキスト フィールドを作成しました。

標準サービス AI グラウンディングを使用する場合、UC が考慮すべきことは何ですか？

A. サービス AI グラウンディングは、ケース オブジェクトとナレッジ オブジェクトでのみ機能します。

B. サービス AI 接地可視性はシステム モードで動作します。

C. サービス AI Grounding は、文字列およびテキスト領域タイプのフィールドのみをサポートします。

Answer: C ([メッセージを残す](#))

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses. Key considerations:

* Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.

* Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.

* Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

- * Salesforce Help: Service AI Grounding Requirements
- * Explicitly states support for "Text Area and String fields" only.

最新問題: 86

Agentforce の推論エンジンの主な機能は何ですか？

- A. ユーザーの発話に回答するためのエージェントのトピックとアクションを識別する
- B. 会話中にリアルタイムの自然言語応答を提供する
- C. 会話履歴に基づいてレコードクエリを生成する

Answer: A (メッセージを残す)

Why is "Identifying agent topics and actions to respond to user utterances" the correct answer?

In Agentforce, the reasoning engine plays a critical role in interpreting user queries and determining the appropriate agent response.

Key Functions of the Reasoning Engine in Agentforce:

- * Analyzing User Intent
 - * The reasoning engine interprets the meaning behind natural language user inputs.
 - * It maps user utterances to predefined topics to determine the correct AI-generated response.
- * Selecting the Appropriate Agent Action
 - * The engine evaluates available actions and selects the best response based on the detected topic
- .
- * For example, if a user asks, "What is my current account balance?", the reasoning engine:
 - * Identifies the topic: "Account Information"
 - * Chooses the correct action: "Retrieve account balance"
 - * Executes the action and returns the response
- * Ensuring AI Accuracy and Context Awareness
 - * The reasoning engine grounds AI-generated responses in relevant Salesforce data, ensuring accurate outputs.

Why Not the Other Options?

B. Offering real-time natural language response during conversations.

- * Incorrect because real-time natural language processing (NLP) is handled by the large language model (LLM), not the reasoning engine.
- * The reasoning engine focuses on action selection, not linguistic processing.

C. Generating record queries based on conversation history.

- * Incorrect because query generation is handled by Copilot Actions (e.g., Query Records), not the reasoning engine.
- * The reasoning engine decides which query should be run, but does not generate queries itself.

Agentforce Specialist References

- * Salesforce AI Specialist Material explains that the reasoning engine identifies topics and selects agent actions.
- * Salesforce Instructions for the Certification confirm that the reasoning engine determines AI workflow execution.

最新問題: 87

Universal Containers は、サポート エージェントが Agentforce を使用して、製品チュートリアルや製品ガイドに関する質問をできるようにしたいと考えています。

この要件を満たすために Agentforce スペシャリストは何をすべきでしょうか？

- A. 製品のチュートリアルとガイド用のプロンプト テンプレートを作成します。
- B. チュートリアルの手順については、製品オブジェクトに「質問に回答」カスタム フィールドを追加します。
- C. 製品のチュートリアルとガイドをナレッジ記事として公開します。

Answer: C (メッセージを残す)

- * Context of the Question Universal Containers (UC) wants its support agents to use Agentforce to ask questions about product tutorials and product guides. Agentforce typically references knowledge sources to provide accurate and contextual responses.
- * Why Knowledge Articles?
- * Centralized Repository: Publishing product tutorials and guides as Knowledge articles in Salesforce ensures that the information is readily available and searchable by Agentforce.
- * AI Integration: Salesforce's AI solutions, including Agentforce, can often be configured to pull content directly from Salesforce Knowledge articles, giving users on-demand answers without manual data duplication.
- * Maintenance & Updates: Storing content in Salesforce Knowledge simplifies content updates, versioning, and user permissions.
- * Why Not the Other Options?
- * Option A (Create a Prompt Template): Creating a prompt template alone does not solve how the underlying content (tutorials, guides) is stored or accessed by Agentforce. Prompt templates shape the queries/responses but do not provide the knowledge base.
- * Option B (Add an Answer Questions Custom Field): A single field on the product object is insufficient for the depth of information found in tutorials and guides. It also lacks the robust search and user-friendly interface that Knowledge articles provide.
- * Conclusion To ensure Agentforce can effectively retrieve and deliver accurate information about products, publishing product tutorials and guides as Knowledge articles is the recommended approach.

Salesforce Agentforce Specialist References & Documents

- * Salesforce Documentation: Set Up Salesforce Knowledge Discusses how to publish articles for easy access
- * by AI-driven assistants and support teams.

* Salesforce Agentforce Specialist Study Guide Explains best practices for feeding knowledge sources to generative AI and Agentforce.

最新問題: 88

Agentforce によってカスタム エージェント アクションが作成されましたが、プランナー サービスによって正しい順序で取得されません。

プランナー サービスが期待どおりに動作するために、AI スペシャリストはカスタム エージェント アクション指示でどのような調整を行う必要がありますか？

- A. アクション API 名を参照して依存アクションを指定します。
- B. アクションを呼び出すことが許可されるプロファイルまたはカスタム権限を指定します。
- C. アクションを呼び出すために使用する LLM モデル プロバイダーとバージョンを指定します。

Answer: A (メッセージを残す)

When a custom Agent action is not being prioritized correctly by the planner service, the root cause is often missing or improperly defined action dependencies. The planner service determines the execution order of actions based on dependencies defined in the action instructions. To resolve this, the Agentforce Specialist must explicitly specify dependent actions using their API names in the custom action's configuration. This ensures the planner understands the sequence in which actions must be executed to meet business logic requirements.

Salesforce documentation highlights that dependencies are critical for orchestrating workflows in Einstein Bots and Agentforce. For example, if Action B requires data from Action A, Action A's API name must be listed as a dependency in Action B's instructions. The Einstein Bot Developer Guide states that failing to define dependencies can lead to race conditions or incorrect execution order.

In contrast:

* Profiles or custom permissions (B) control access to the action but do not influence execution order.

* LLM model provider and version (C) determine the AI model used for processing but are unrelated to the planner's sequencing logic.

最新問題: 89

エージェント システムのプランナー サービスの主な機能は何ですか？

- A. 会話履歴に基づいてレコードクエリを生成する
- B. 会話中にリアルタイムの言語翻訳を提供する
- C. ユーザーの発話に回答する副操縦士のアクションを特定する

Answer: C (メッセージを残す)

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for

analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

最新問題: 90

Universal Containers (UC) は、顧客とのやり取り中にリアルタイムの洞察と推奨事項を提供することで、営業チームの生産性を向上したいと考えています。

UC が Agentforce Sales Agent の使用を検討する必要があるのはなぜですか？

- A. 将来の分析のために顧客とのやり取りを追跡する
- B. 販売プロセス全体を自動化して効率を最大限に高める
- C. 販売プロセスを合理化し、コンバージョン率を向上させる

Answer: C (メッセージを残す)

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates.

It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

最新問題: 91

Universal Containers (UC) は、ファイルアップロードベースのデータライブラリとカスタムプロンプトを使用して、AI 駆動型トレーニングコンテンツをサポートします。ただし、ユーザーからは、AI が頻繁に古いドキュメントを返すという報告があります。コンテンツの関連性を向上させるために、UC はどのような是正措置を実施する必要がありますか？

- A. Salesforce ナレッジベースはドキュメントの新しさを自動的に管理し、最新のドキュメントが返されるようにするため、データ ライブラリ ソースをファイルのアップロードからナレッジベースのデータ ライブラリに切り替えます。
- B. 定義された最近の期間内に更新されたドキュメントに取得を制限するフィルター条件を含むカスタム リトリバーを構成し、AI 応答に現在のコンテンツのみが使用されるようにします。
- C. 定期的な再アップロードにより、追加の構成やカスタム リトリバーを必要とせずに、最終的に古いドキュメントが段階的に削除されるため、フィルターなしでデフォルトのリトリバーを引き続き使用します。

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation: UC's issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions—such as a filter on a "Last Modified Date" or similar timestamp field—to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.

* Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency.

However, this assumes UC's training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question's context. File-based libraries are still viable with proper filtering.

* Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.

* Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn't guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.

Option B provides a precise, scalable solution to ensure content relevancy in UC's AI-driven training system.

References:

* Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

* Salesforce Data Cloud Documentation: "Filter Retrieval for

AI" (<https://help.salesforce.com/s>

/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

* Trailhead: "Manage Data Libraries in

Agentforce" (<https://trailhead.salesforce.com/content/learn>

</modules/agentforce-data-libraries>)

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<https://www.goshiken.com/Salesforce/Agentforce-Specialist-JPN-mondaishu.html>

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最新問題: 92

Universal Containers (UC) は、次の機能を備えた AI 搭載のカスタマー サービス エージェントを実装したいと考えています。

* PDF として保存されている独自のポリシー ドキュメントを取得します。

* 回答が一般的な LLM の知識ではなく、承認された企業データに基づいていることを確認します。UC はまず何をすべきでしょうか?

A. ポリシー文書の AI 検索用に Agentforce データ ライブラリを設定します。

B. AI エージェントの範囲を拡張して、すべての Salesforce レコードを検索します。

C. コンテンツをファイルに追加し、データ ライブラリ オプションを選択します。

Answer: ([解答を表示する](#))

Comprehensive and Detailed In-Depth Explanation: To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

* Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

* Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

* Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

References:

* Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: <https://help.salesforce>).

com/s/articleView?id=sf.agentforce_data_library.htm&type=5)

* Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" ([https://help.](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

[salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5\)](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

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