

信賴的-最高のSalesforce-AI-Specialist問題集試験-試験の準備方法Salesforce-AI-Specialist問題サンプル



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Salesforce Salesforce-AI-Specialist 認定試験の出題範囲：

トピック	出題範囲
トピック 1	Model Builder: This portion of the exam focuses on Salesforce AI specialists' expertise in working with AI models within Salesforce environments. Candidates will need to demonstrate knowledge of when to use the Model Builder and how to configure standard, custom, or Bring Your Own Large Language Model (BYOLLM) generative models to meet business needs.
トピック 2	Agentforce Tools: In this topic, AI specialists get knowledge using agents when it is appropriate. Moreover, the topic explains the working of agents and reasoning engine powers Agentforce. Lastly, the topic focuses on managing and monitoring agent adoption.
トピック 3	Einstein Trust Layer: This section evaluates the skills of Salesforce AI specialists responsible for implementing security protocols and safeguarding data privacy. It emphasizes the security, privacy, and foundational features of the Einstein Trust Layer.

トピック 4	Generative AI in CRM Applications: This part of the exam assesses AI specialists' knowledge of generative AI within CRM systems. It covers the use of generative AI features in Einstein for Sales and Einstein for Service.
トピック 5	Prompt Builder: This section evaluates the expertise of AI specialists working with Salesforce's AI tools. It focuses on the Prompt Builder feature, requiring candidates to understand its usage based on business needs.

>> Salesforce-AI-Specialist問題集 <<

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Salesforce Certified AI Specialist Exam 認定 Salesforce-AI-Specialist 試験問題 (Q128-Q133):

質問 # 128

An AI specialist wants to leverage Record Snapshots grounding feature in a prompt template. What preparations are required?

- A. Create a field set for all the fields to be grounded
- B. Configure page layout of the master record type
- C. Enable and configure dynamic form for the object

正解: A

解説:

To use the Record Snapshots grounding feature in a prompt template, you must create a field set that includes all fields required for grounding. Field sets define which fields from an object are accessible to the AI model, ensuring the prompt template has structured data to generate contextually accurate responses.

Salesforce documentation emphasizes that grounding relies on explicitly defined field sets to avoid exposing unintended data and to comply with security policies.

* Page Layout configuration (A) controls UI organization but does not directly enable grounding.

* Dynamic Forms (C) customize record pages dynamically but are unrelated to data grounding for prompts.

質問 # 129

An account manager is preparing for an upcoming customer call and wishes to get a snapshot of key data points from accounts, contacts, leads, and opportunities in Salesforce. Which feature provides this?

- A. Work Summaries
- B. Sales Insight Summary
- C. Sales Summaries

正解: B

解説:

Sales Insight Summary aggregates key data points from multiple Salesforce objects (accounts, contacts, leads, opportunities) into a consolidated view, enabling account managers to quickly access relevant information for customer calls.

* Option A (Sales Summaries): Typically refers to Einstein-generated summaries of specific interactions (e.g., emails, calls), not

multi-object snapshots.

* Option C (Work Summaries): Focuses on summarizing customer service interactions (e.g., chat transcripts), not sales data.

* Option B (Sales Insight Summary): Directly provides a holistic snapshot of sales-related objects, aligning with the scenario.

References:

* Salesforce Help: Sales Insight Overview

* Describes Sales Insight Summary as "a unified view of account, contact, and opportunity data for sales readiness."

質問 # 130

Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization.

What should the AI Specialist recommend?

- A. Agent Studio Analytics
- **B. Agent Analytics**
- C. Agentforce Analytics

正解: B

解説:

* Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.

* Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.

* Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.

Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.

質問 # 131

Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email.

After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

- **A. Make Less Formal**
- B. Optimize for Clarity
- C. Enhance Friendliness

正解: A

解説:

When Universal Containers uses the Draft with Einstein feature in Sales Cloud to create a personalized email, the predefined adjustment to Make Less Formal is the correct option to revise the draft with a more casual tone. This option adjusts the wording of the draft to sound less formal, making the communication more approachable while still maintaining professionalism.

* Enhance Friendliness would make the tone more positive, but not necessarily more casual.

* Optimize for Clarity focuses on making the draft clearer but doesn't adjust the tone.

For more details, see Salesforce documentation on Einstein-generated email drafts and tone adjustments.

質問 # 132

Universal Containers wants to utilize Einstein for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals.

Which feature should the AI Specialist recommend to the sales team?

- A. Create Account Plan
- B. Find Similar Deals
- **C. Create Close Plan**

正解: C

解説:

The "Create Close Plan" feature is designed to help sales reps by providing AI-generated strategies and steps specifically focused on closing deals. This feature leverages AI to analyze the current state of opportunities and generate a plan that outlines the actions, timelines, and key steps required to move deals toward closure. It aligns directly with the sales team's need to meet quotas by

offering actionable insights and structured plans.

* Find Similar Deals(Option A) helps sales reps discover opportunities similar to their current deals but doesn't offer a plan for closing.

* Create Account Plan(Option B) focuses on long-term strategies for managing accounts, which might include customer engagement and retention, but doesn't focus on deal closure.

Salesforce AI Specialist References: For more information on using AI for sales, visit: https://help.salesforce.com/s/articleView?id=sf.einstein_for_sales_overview.htm

質問 # 133

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