

Agentforce-Specialist受験資格、Agentforce-Specialist技術試験



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Salesforce Agentforce-Specialist Exam Overview:

Certification Vendor:	Salesforce
Exam Name:	Salesforce Certified Agentforce Specialist (AI-201)
Exam Number:	AI-201
Exam Price:	USD 200
Related Certifications:	Salesforce Platform Administrator Salesforce Platform App Builder Salesforce AI Associate (retired) Salesforce AI Specialist (retired)
Exam Duration:	105 minutes
Real Exam Qty:	60 multiple-choice questions + up to 5 unscored questions
Available Languages:	English, Japanese, French
Exam Format:	Multiple Choice, Multiple Select, Scenario-based Questions
Passing Score:	72%-73%
Recommended Training:	Salesforce Trailhead Agentforce Learning Paths Agentforce Specialist Exam Prep
Exam Registration:	Salesforce Certification Registration Certification Exam Guide
Sample Questions:	Salesforce Agentforce-Specialist Sample Questions
Exam Way:	Online proctored or onsite testing center
Pre Condition:	None
Official Syllabus URL:	https://help.salesforce.com/s/articleView?id=005298924&type=1

>> Agentforce-Specialist受験資格 <<

Salesforce Agentforce-Specialist技術試験 & Agentforce-Specialist日本語版

対応参考書

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

トピック	出題範囲
トピック 1	プロンプトエンジニアリング: このセクションでは、プロンプトビルダーの使用、ユーザーロールの管理、フィールド生成とフレックスタイプを使用したプロンプトテンプレートの作成、グラウンディング手法の選択、効果的なプロンプトのためのベストプラクティスの適用に焦点を当てます。
トピック 2	開発ライフサイクル: この領域では、テストセンターにおけるテストエージェント、サンドボックスから本番環境へのデプロイ、エージェントの導入と監視の管理について説明します。
トピック 3	AIエージェント: この領域では、エージェントの動作設定、推論エンジンの理解、エージェントタイプごとのトピックとアクションの選択、エージェントユーザーのセキュリティ管理、適切なエージェントタイプの選択、およびエージェントと各種チャネルの接続について説明します。
トピック 4	Agentforce 用データ クラウド: このドメインでは、Agentforce データ ライブラリの種類、チャンキングとインデックス作成による非構造化データを用いた応答の改善、リトリバーの理解、キーワード、ベクトル、またはハイブリッド検索タイプの選択について説明します。
トピック 5	マルチエージェント相互運用性: このドメインでは、モデルコンテキストプロトコル (MCP)、エージェント間の通信、およびシステム間のやり取りにエージェントAPIを使用するタイミングについて説明します。

Salesforce Certified Agentforce Specialist (AI-201) 認定 Agentforce-Specialist 試験問題 (Q210-Q215):

質問 # 210

Universal Containers wants support agents to use Agentforce to ask questions about its product tutorials and product guides. What should the Agentforce Specialist do to meet this requirement?

- A. Add an Answer Questions custom field in the product object for tutorial instructions.
- B. Create a prompt template for product tutorials and guides.
- C. Publish product tutorials and guides as Knowledge articles.

正解: C

解説:

* 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.

質問 # 211

A data science team has trained an XGBoost classification model for product recommendations on Databricks. The Agentforce Specialist is tasked with bringing inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).

How should the Agentforce Specialist set this up?

- A. Create the serving endpoint in Databricks, then configure the model using Model Builder.
- B. Create the serving endpoint in Einstein Studio, then configure the model using Model Builder.
- C. Create the serving endpoint in Databricks, then configure the model using a Python SDK connector.

正解: A

解説:

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.

Reference:

"Einstein Studio and Model Integration with External Endpoints | Salesforce Trailhead".

質問 # 212

Universal Containers wants to keep retrieval accurate as product documentation changes frequently.

Which approach should the company implement?

- A. Manually delete the stale data chunks.
- B. Rebuild the search index.
- C. Leave embedding unchanged even if content is updated.

正解: B

解説:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the official AgentForce implementation guidelines and RAG (Retrieval-Augmented Generation) architecture within Salesforce, maintaining retrieval accuracy depends on ensuring that embeddings and indexed content remain synchronized with the most recent data. When product documentation or knowledge base content changes, the underlying text used for vector embeddings must also be updated to reflect the new information.

The AgentForce documentation clearly specifies that when content is modified, the recommended practice is to rebuild the search index. This process regenerates the document chunks, re-embeds them using the latest model, and updates the index used by the retrieval system. This ensures that queries return the most current and relevant responses aligned with the updated content.

Leaving embeddings unchanged (Option A) would cause retrievals to surface outdated or irrelevant information, as the underlying

semantic representations would no longer match the source material. Similarly, manually deleting stale data chunks (Option C) does not ensure a full refresh of vector data and can lead to incomplete or inconsistent results.

Therefore, as per AgentForce best practices, the correct approach is Option B - Rebuild the search index, ensuring that all embeddings, chunks, and indexed data are aligned with the latest version of the content.

Reference: AgentForce Implementation Guide - "Maintaining Retrieval Accuracy Through Index Rebuilding" section.

質問 # 213

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create an autolaunched flow and invoke the prompt template using the standard " Prompt Template " flow action.
- **B. Create a screen flow to collect the sales order number and invoke the prompt template using the standard " Prompt Template " flow action.**
- C. Create a template-triggered prompt flow and invoke the prompt template using the standard " Prompt Template " flow action.

正解: B

解説:

Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

Option A: Create an autolaunched flow and invoke the prompt template using the standard " Prompt Template " flow action. An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the " Prompt Template " flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface.

Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.

Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard " Prompt Template " flow action. There's no such thing as a " template-triggered prompt flow " in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but " template-triggered " is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard " Prompt Template " flow action. A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields. The " Prompt Template " flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen.

This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.

Why Option C is Correct:

Screen flows are ideal for scenarios requiring user interaction and custom interfaces, as outlined in Salesforce Flow documentation.

The " Prompt Template " flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result- all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.

References:

Salesforce Help: Flow Builder > Prompt Template Action - Describes how to use the " Prompt Template " action in flows to invoke Agentforce prompts.

Trailhead: Build Flows with Prompt Templates - Highlights screen flows for user-driven AI interactions.

Agentforce Studio Documentation: Prompt Templates - Explains how prompt templates process input data for summaries.

質問 # 214

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

- B. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- C. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.

正解: C

解説:

Comprehensive and Detailed In-Depth Explanation:

UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights. Let's evaluate the options.

* Option A: Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products. Einstein Conversation Insights analyzes call recordings to identify keywords like product and competitor names. Setup requires enabling the feature, connecting an external recording provider (e.g., Zoom, Gong), assigning permission sets (e.g., Einstein Conversation Insights User), and customizing insights by defining up to 25 products or competitors to track. Salesforce documentation confirms the 25-item limit for custom keywords, making this the correct, precise answer aligning with UC's needs.

* Option B: Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names. There's no "recording managers" role in Einstein Conversation Insights setup-integration is with a provider, not a manager designation.

The limit is 25 keywords (not 50), and the option omits the critical step of connecting a provider, making it incorrect.

* Option C: Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products. "Enable sales recording" is vague-Conversation Insights relies on external providers, not a native Salesforce recording feature. The keyword limit is 25, not 50, making this incorrect despite being closer than B.

Why Option A is Correct:

Option A accurately reflects the setup process and limits for Einstein Conversation Insights, meeting UC's requirement per Salesforce documentation.

References:

Salesforce Help: Set Up Einstein Conversation Insights- Details provider connection and 25-keyword limit.

Trailhead: Einstein Conversation Insights Basics- Covers permissions and customization.

Salesforce Agentforce Documentation: Sales Features- Confirms integration steps.

質問 # 215

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