

- C-C4H430-94 100%시험결과서 업로드 □ C-C4H430-94시험결과서 가능한 공문자료 □ C-C4H430-94인공지능시험대비 업로드공부 □ 무료 다운로드를 위해 < C-C4H430-94 >를 검색하면 [www.itdumpskr.com] <테스트>입력화면에서 C-C4H430-94시험결과서
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Salesforce 인증 Agentforce-Specialist 시험에 도전해보려고 결정하셨다면 Itexamdump 덤프 공부 가이드를 추천해드립니다. Itexamdump 덤프는 고객님께서 필요한 것이 무엇인지 너무나도 잘 알고 있습니다. Itexamdump의 Salesforce 인증

Agentforce-Specialist덤프는 Salesforce 인증 Agentforce-Specialist시험을 쉽게 만듭니다.

Salesforce Agentforce-Specialist 시험요강:

주제	소개
주제 1	Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.
주제 2	Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.
주제 3	Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.
주제 4	Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.
주제 5	Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.

최신 AI Specialist Agentforce-Specialist 무료 샘플문제 (Q294-Q299):

질문 # 294

An Agentforce configured Data Masking within the Einstein Trust Layer.

How should the Agentforce Specialist begin validating that the correct fields are being masked?

- A. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.
- B. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.
- C. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.

정답: A

설명:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the Agentforce Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu.

This audit data allows the Agentforce Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.

Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

질문 # 295

Which business requirement presents a good use case for leveraging Einstein Prompt Builder?

- A. Send reply to a request for proposal via a personalized email.
- B. Forecast future sales trends based on historical data.
- C. Identify potential high-value leads for targeted marketing campaigns.

정답: A

설명:

- * Context of the Question
 - * Einstein Prompt Builder is a Salesforce feature that helps generate text (summaries, email content, responses) using AI models.
 - * The question presents three potential use cases, asking which one best fits the capabilities of Einstein Prompt Builder.
 - * Einstein Prompt Builder Typical Use Cases
 - * Text Generation & Summaries: Great for writing or summarizing content, like responding to an email or generating text for a record field.
 - * Why Not Forecast Future Sales Trends or Identify Potential High-Value Leads?
 - * (Option A) Forecasting trends typically involves predictive analytics and modeling capabilities found in Einstein Discovery or standard reporting, not generative text solutions.
 - * (Option B) Identifying leads for marketing campaigns involves lead scoring or analytics, again an Einstein Discovery or Lead Scoring scenario.
 - * Sending a Personalized RFP Email(Option C) is a classic example of using generative AI to compose well-structured, context-aware text.
 - * ConclusionOption C(Send reply to a request for proposal via a personalized email) is the best match for Einstein Prompt Builder's generative text functionality.
- SalesforceAgentforce SpecialistReferences & Documents
- * Salesforce Documentation:Einstein Prompt Builder OverviewHighlights how to use Prompt Builder to create and customize text-based responses, especially for email or record fields.
 - * SalesforceAgentforce SpecialistStudy GuideExplains that generative AI features in Salesforce are designed for creating or summarizing text, not for advanced predictive use cases (like forecasting or lead scoring).

질문 # 296

Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Agentforce Specialist investigate as the root cause?

- A. Review the action Instructions to ensure they are unique.
- B. Review that the custom action Is assigned to an Agent.
- C. Ensure the input and output types are correctly chosen.

정답: A

설명:

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.

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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.

질문 # 297

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to

cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Einstein Copilot capability helps the agent accomplish this?

- A. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- B. Invoke a flow which makes a call to external data to create a Knowledge article.
- C. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

정답: A

설명:

In this scenario, the Einstein Copilot capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Einstein Copilot 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 Einstein Copilot
- * Trailhead Module on Einstein for Service

질문 # 298

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

- A. Customer churn prediction
- B. Contract Renewal Date prediction
- C. Product recommendation prediction

정답: A

설명:

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

질문 # 299

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Agentforce-Specialist 높은 통과율 시험대비자료 : <https://www.itexamdump.com/Agentforce-Specialist.html>

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