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>> Agentforce-Specialist無料サンプル <<

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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	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.

トピック 2	• 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.
トピック 3	• 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.
トピック 4	• 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.
トピック 5	• 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.

Salesforce Certified Agentforce Specialist 認定 Agentforce-Specialist 試験問題 (Q178-Q183):

質問 # 178

Universal Containers wants to test agents while preserving real data and isolating from production. Which environment should the company use with Testing Center?

- A. Use personal developer orgs unrepresentative of production data,
- **B. Use sandbox environments replicated from production for safe testing,**
- C. Use production org directly with test assertions.

正解: B

解説:

The AgentForce Testing Center Implementation Guide specifies that organizations should perform all structured and regression testing in a sandbox environment replicated from production. The guide explains:

"Testing Center supports running tests safely in sandbox environments that mirror production data. This ensures realistic test conditions without impacting live systems or data." Option A (developer orgs) provides limited and unrepresentative data.

Option B (production org) is not recommended due to potential data integrity and security risks.

Hence, Option C is the correct and Salesforce-approved environment for safe, realistic testing of agents.

References (AgentForce Documents / Study Guide):

* AgentForce Testing Center Guide: "Supported Environments and Best Practices"

* Salesforce Sandbox Management Guide

* AgentForce Study Guide: "Safe Testing with Production-Replicated Data"

質問 # 179

In addition to Recipient and Sender, which object should An Agentforce utilize for inserting merge fields into a Sales email template prompt?

- A. Recipient Opportunities
- B. User Organization
- **C. Recipient Account**

正解: C

解説:

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)

質問 # 180

Universal Containers would like to route a service agent conversation to a human agent queue. Which tool connects the service agent to the human agent queue for escalation?

- A. Prompt Flow
- B. Screen Flow
- C. Outbound Omni-Channel Flow

正解: C

解説:

Why is Outbound Omni-Channel Flow the Correct Answer?

In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.

Key Features of Outbound Omni-Channel Flow in Agentforce:

- * Automates Escalation to a Human Agent Queue
- * It ensures that service requests are dynamically routed to the most appropriate human agent, based on availability, skills, and predefined business logic.
- * Seamless Transition from AI to Human Agents
- * When Einstein Copilot or another AI-powered assistant identifies a case that requires human intervention, Omni-Channel Flow automatically routes the conversation.
- * Ensures Proper Prioritization & Load Balancing
- * By leveraging Omni-Channel routing rules, the system assigns conversations efficiently, avoiding delays in customer service.
- * Integration with Agentforce and Service Cloud
- * Works directly with Salesforce Service Cloud to route cases to the appropriate agent queue.

Why Not the Other Options?

B. Screen Flow

- * Screen Flow is used for interactive guided processes where users manually enter data in predefined steps.
- * It does not support automated case routing to human agents in real time.

C. Prompt Flow

- * Prompt Flow is designed to enhance AI-generated responses and workflows rather than routing service agent interactions to human agents.
- * It lacks Omni-Channel integration, which is necessary for real-time queue management.

Agentforce Specialist References

The importance of using Omni-Channel Flow for routing AI-generated interactions to human agents is supported in the Agentforce Specialist exam objectives and documentation:

- * Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing for managing AI and human agent interactions.
- * Salesforce Instructions for the Certification: Mentions routing AI-driven cases to human agents using automated flows.
- * Agentforce Tools Documentation: Highlights Omni-Channel capabilities in Service AI.

質問 # 181

Coral Cloud Resorts (CCR) wants to configure its agent so that booking actions are only available when a customer's membership tier is "Premium" or "Elite". This business rule must be enforced deterministically.

What should CCR implement?

- A. Configure topic instructions that clearly state booking actions should only be used for Premium or Elite customers and include examples.
- B. Set up custom validation rules on the underlying booking objects to prevent non-eligible customers from completing bookings.
- C. Create a context variable mapped to the customer's membership tier field, then add a conditional filter on MembershipTier.

正解: C

解説:

Per the AgentForce Configuration and Control Flow Guide, enforcing deterministic business rules-such as restricting certain actions based on a data condition-requires using context variables with conditional filters.

The guide specifies: "Use context variables mapped to relevant Salesforce fields to store state information.

Then apply conditional filters to ensure actions execute only when specific conditions (e.g., membership tier) are met." This ensures the rule is deterministic, meaning the action cannot trigger if the condition is not satisfied.

Option A (object validation rules) restricts record creation or updates but does not control AgentForce's action logic. Option B (topic instructions) relies on natural language guidance, which is non-deterministic and can be ignored by the model.

Therefore, Option C-creating a context variable mapped to the membership tier and applying a conditional filter-is the correct, documented approach.

References (AgentForce Documents / Study Guide):

AgentForce Implementation Guide: "Conditional Logic Using Context Variables" AgentForce Study Guide: "Deterministic Action Control with Filters" Salesforce Agent Configuration Best Practices

質問 # 182

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team. What should the Agentforce Specialist be aware of before enabling this feature?

- A. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.
- B. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.
- C. Custom Call Explorer actions need to be built before it can be configured.

正解: A

解説:

Before enabling Call Explorer, the Salesforce Agentforce Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

Permission Set Requirement:

Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.

The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.

Why Other Options Are Incorrect:

A). Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.

B). Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre- built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

質問 # 183

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