

Salesforce-AI-Specialist日本語版問題解説、Salesforce-AI-Specialist受験対策解説集



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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	モデル ビルダー: 試験のこの部分では、Salesforce 環境内で AI モデルを操作する Salesforce AI スペシャリストの専門知識に重点が置かれています。受験者は、モデル ビルダーを使用するタイミングと、ビジネス ニーズを満たすために標準、カスタム、または Bring Your Own Large Language Model (BYOLLM) 生成モデルを構成する方法に関する知識を証明する必要があります。
トピック 2	Agentforce ツール: このトピックでは、AI スペシャリストが適切な場合にエージェントを使用して知識を獲得します。さらに、このトピックでは、エージェントの動作と Agentforce の推論エンジンについて説明します。最後に、このトピックでは、エージェントの採用の管理と監視に焦点を当てます。
トピック 3	CRM アプリケーションにおける生成 AI: 試験のこの部分では、CRM システム内の生成 AI に関する AI スペシャリストの知識を評価します。Einstein for Sales および Einstein for Service における生成 AI 機能の使用について取り上げます。
トピック 4	Einstein Trust Layer: このセクションでは、セキュリティプロトコルの実装とデータプライバシーの保護を担当する Salesforce AI スペシャリストのスキルを評価します。Einstein Trust Layer のセキュリティ、プライバシー、および基本機能に重点が置かれています。
トピック 5	プロンプト ビルダー: このセクションでは、Salesforce の AI ツールを扱う AI スペシャリストの専門知識を評価します。プロンプト ビルダー機能に重点を置き、候補者はビジネス ニーズに基づいてその使用方法を理解する必要があります。

試験の準備方法-完璧なSalesforce-AI-Specialist日本語版問題解説試験-100%合格率のSalesforce-AI-Specialist受験対策解説集

受験Salesforce-AI-Specialist認定は一晩で達成されないため、レビューに多くの時間と労力を費やす必要があり、レビュープロセスは1~2週間未満、1~2か月、さらには半年です。Salesforce-AI-Specialist試験問題は、ユーザーの時間を節約するための最も効果的なツールであるという最大の利点の1つです。ユーザーはSalesforce-AI-Specialistの問題トレントにあまり時間を費やす必要がなく、効率的な学習のためにタイムピースを使用するだけで、コストは約20~30時間です。ユーザーは簡単にテストキーと質問と回答の難しさを習得できますSalesforce-AI-Specialist準備ガイド。

Salesforce Certified AI Specialist Exam 認定 Salesforce-AI-Specialist 試験問題 (Q31-Q36):

質問 # 31

A Salesforce Administrator is exploring the capabilities of Einstein Copilot to enhance user interaction within their organization. They are particularly interested in how Einstein Copilot processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Einstein Copilot directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users. How does Einstein Copilot handle user requests In Salesforce?

- A. Einstein Copilot analyzes the user's request and LLM technology is used to generate and display the appropriate response.
- B. Einstein Copilot will perform an HTTP callout to an LLM provider.
- C. Einstein Copilot will trigger a flow that utilizes a prompt template to generate the message.

正解: A

解説:

Einstein Copilot is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Einstein Copilot analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface.

Option C accurately describes this process. Einstein Copilot does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

References:

* Salesforce AI Specialist Documentation - Einstein Copilot Overview: Details how Einstein Copilot employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.

* Salesforce Help - How Einstein Copilot Works: Explains the underlying mechanisms of how Einstein Copilot processes user requests using AI technologies.

質問 # 32

Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes. What is a consideration for this requirement?

- A. Storing this data requires Salesforce big objects.
- B. Storing this data requires a custom object for data to be configured.
- C. Storing this data requires Data Cloud to be provisioned.

正解: C

質問 # 33

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use formula fields to reference the Einstein related list of opportunities.
- **B. Use merge fields to reference the default related list of opportunities.**
- C. Use the merge fields to reference a custom related list of opportunities.

正解: B

解説:

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 AI 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 Reference:

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

質問 # 34

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.

What does Einstein consider when generating a summary?

- A. Generation is grounded with conversation context and Knowledge articles.
- **B. Generation is grounded with conversation context, Knowledge articles, and cases.**
- C. Generation is grounded with existing conversation context only.

正解: B

解説:

When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.

* Conversation Context:

* Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.

* Knowledge Articles:

* It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.

* Cases:

* Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.

* Option A is correct as it includes all three: conversation context, Knowledge articles, and cases.

* Option B is incorrect because it limits the grounding to conversation context only, excluding other critical elements.

* Option C is incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

質問 # 35

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page.

Which AI capability should the team use?

- A. Model Builder
- B. Einstein Copilot

- C. Prompt Builder

正解: C

解説:

The sales team at a hotel resort wants to generate a guest summary about guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They require the summary to be available only on the contact record page.

Solution:

- * Use Prompt Builder to create a prompt template that generates the desired summary and displays it on the contact record page.
- * Prompt Builder:
 - * Purpose: Allows the creation of custom prompt templates that leverage AI to generate content based on Salesforce data.
 - * Functionality:
 - * Field Generation Templates: Can be used to populate fields on records with AI-generated summaries.
 - * Customization: Enables the AI Specialist to design prompts that utilize data from the guest profiles to produce personalized summaries and recommendations.
 - * Relevance to the Use Case:
 - * The sales team wants the summary to be available on the contact record page, which aligns with the capabilities of Prompt Builder to generate and display content on specific record pages.
- * Implementation Steps:
 - * Create a Field Generation Prompt Template:
 - * Use Prompt Builder to create a new prompt template of type Field Generation.
 - * Design the prompt to instruct the AI to generate a summary based on the guest's interests and activity preferences.
 - * Include Relevant Data:
 - * Use merge fields to include data from the guest profile in the prompt.
 - * Ensure that the prompt accesses the necessary fields to generate accurate recommendations.
 - * Configure the Contact Page Layout:
 - * Add the field that will display the AI-generated summary to the contact record page layout.
 - * Ensure that the field is only visible where appropriate, adhering to the requirement of availability only on the contact record page.
- * Why Not Einstein Copilot or Model Builder:
 - * Option A (Einstein Copilot):
 - * Purpose: Einstein Copilot is a conversational AI assistant designed to interact with users through natural language.
 - * Mismatch with Requirements:
 - * The team wants a static summary displayed on the contact record page, not an interactive conversational experience.
 - * Option C (Model Builder):
 - * Purpose: Model Builder is used to create custom AI models for predictions and classifications.
 - * Inapplicability:
 - * Building a custom model is unnecessary for generating text summaries based on existing data.
 - * Model Builder does not directly provide functionality to generate and display summaries on record pages.

References:

- * Salesforce AI Specialist Documentation - Prompt Builder Overview:
 - * Provides an introduction to Prompt Builder and its capabilities.
- * Salesforce Help - Creating Field Generation Prompt Templates:
 - * Guides on creating prompt templates that generate content for fields on records.
- * Salesforce Trailhead - Customize AI Content with Prompt Builder:
 - * Offers hands-on experience in building and customizing prompt templates.

Conclusion:

By utilizing Prompt Builder, the sales team can create a customized prompt template that generates personalized guest summaries and recommendations based on activity preferences. This solution meets the requirement of displaying the summary only on the contact record page, enhancing the team's ability to engage with guests effectively.

質問 #36

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今まで、たくさんのお客様はSalesforce Salesforce-AI-Specialist試験参考資料に満足しています。そのほかに、弊社は引き続きみんなに合理的な価格で高品質なSalesforce-AI-Specialist参考資料を提供します。もちろん、いいサービスを提供し、Salesforce-AI-Specialist参考資料について、何か質問がありましたら、遠慮なく弊社と連絡します。

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