

AI-201認證資料 - AI-201新版題庫上線



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通過這幾年IT行業不斷的發展與壯大，AI-201考試已經成為Salesforce考試裏的里程碑，可以讓你成為IT的專業人士，有數以百計的線上資源，提供Salesforce的AI-201考試的問題，為什麼大多數選擇NewDumps，因為我們NewDumps裏有一支龐大的IT精英團隊，專注於Salesforce的AI-201考試的最新資料。讓你無障礙通過Salesforce的AI-201考試認證。NewDumps保證你第一次嘗試通過Salesforce的AI-201考試取得認證，NewDumps會和你站在一起，與你同甘共苦。

如果你使用了我們的Salesforce的AI-201學習資料資源，一定會減少考試的時間成本和經濟成本，有助於你順利通過考試，在你決定購買我們Salesforce的AI-201之前，你可以下載我們的部門免費試題，其中有PDF版本和軟體版本，如果需要軟體版本請及時與我們客服人員索取。

>> AI-201認證資料 <<

AI-201新版題庫上線 - AI-201考試證照

在NewDumps的網站上你可以免費下載NewDumps為你提供的關於Salesforce AI-201 認證考試學習指南和部分練習題及答案作為嘗試。

最新的 AI Specialist AI-201 免費考試真題 (Q129-Q134):

問題 #129

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries. Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy. Which feature in Einstein for Service should the support team use?

- A. Einstein Knowledge Recommendations
- **B. Einstein Service Replies**
- C. Einstein Reply Recommendations

答案：B

解題說明：

Einstein Service Replies: This feature is designed to generate contextual, AI-powered response suggestions for agents during chat and email interactions. Crucially, these replies can be grounded in your organization's knowledge base, ensuring consistency and accuracy. This aligns perfectly with the requirement for quick, relevant, and consistent responses.

問題 #130

Which object stores the conversation transcript between the customer and the agent?

- A. Case
- B. Messaging End User
- C. Messaging Session

答案： C

解題說明：

Why is "Messaging Session" the correct answer?

In Agentforce, the Messaging Session object stores the conversation transcript between the customer and the agent.

Key Features of the Messaging Session Object:

Stores the Entire Customer-Agent Conversation

The Messaging Session object maintains a record of the full chat history, including timestamps, messages, and interactions.

This ensures that past interactions can be referenced during follow-ups.

Supports AI-Powered Work Summaries

Einstein AI uses Messaging Sessions to generate summaries of chat interactions for agents.

These summaries are stored and accessible for later reference.

Links with Service Cloud for Case Resolution

If a conversation escalates into a case, the Messaging Session object can be linked to it.

This allows support teams to review the conversation history without switching contexts.

問題 #131

Universal Containers (UC) has configured a data library and wants to restrict indexing of knowledge articles to articles which are only publicly available in their knowledge base, UC also wants the agent to link sources that the large language model (LLM) grounded its response on.

Which settings should help UC with this?

- A. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article. It is not possible to display articles that the LLM grounded its response in.
- B. Use Data Categories to categorize publicly available articles to index. Sources are automatically displayed when knowledge articles are categorized as Public.
- C. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article and select Show sources,

答案： C

解題說明：

According to the AgentForce Data Library Configuration Guide, administrators can restrict indexing and retrieval of Knowledge articles to publicly available ones and enable source visibility for LLM-grounded responses. The documentation states:

"Within the data library settings, under Knowledge Settings, enable 'Use Public Knowledge Articles' to ensure only publicly visible content is indexed. To display citations, enable 'Show Sources' so the agent links the specific articles or data records used to ground its response."

問題 #132

Universal Containers has a new AI project. What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
- B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- C. The fields for the related list are based on the default page layout of the Account for the current user.

答案： A

解題說明：

Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.

Prompt Builder Behavior

Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.

Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from

that related list. These fields then become available for merge fields or dynamic insertion within your prompt.

問題 #133

Universal Containers (UC) plans to answer questions based on similar cases that have been successfully resolved in the past. What should UC consider when implementing this approach?

- A. Create a data model object (DMO) based on Case object and create an index on it.
- B. No action is needed, as past cases are used to answer the question.
- C. Create an unstructured data model object (UDMO) based on Case object and create an index on it.

答案：C

解題說明：

According to the AgentForce Data Configuration and Retrieval Guide, when an organization like Universal Containers wants to enable its AI agent to answer questions using historical case data, the correct implementation is to create an Unstructured Data Model Object (UDMO) based on the Case object, then index that data for retrieval.

The documentation clearly explains:

"When using previous case records to power AI-driven Q&A or similarity-based retrieval, create a UDMO mapped to the Case object. UDMOs allow the system to process and semantically index unstructured text fields such as Case Description, Resolution, and Comments, enabling the LLM to surface contextually similar resolved cases." This allows the AgentForce retrieval engine to perform semantic searches across historical support data, returning cases that are most contextually relevant to the user's query.

問題 #134

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穆小嫻哼哼道，搖頭晃腦的走了出去，白龍略為愕然地看著大光頭，有些明白了前因後果，那麼怎樣才能證明你自己的能力呢，那麼，你就需要不斷提升自己，鍛煉自己，同時，盡量提前核實好AI-201考試地點，熟悉AI-201考試環境，不要等AI-201考試當天才去找考場。

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