Generative-AI-Leader認証資格、Generative-AI-Leader関連受験参考書

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>> Generative-AI-Leader認証資格 <<

ゼロからわかる Generative-AI-Leader 電子版 教科書の決定版

Google Cloud Certified - Generative AI Leader Exam 認定 Generative-AI-Leader 試験問題 (Q61-Q66):

質問 # 61
An order fulfillment team has an agent that automatically processes orders, updates inventory, sends shipping notifications, and handles returns. What type of agent is this?

- A. An employee productivity agent
- B. A conversational agent
- C. A customer service agent
- D. A workflow agent

正解：D

解説：
Generative AI agents are typically categorized based on the goal they are designed to achieve.
The agent described is performing a sequence of distinct, interconnected, operational tasks (processes orders, updates inventory, sends notifications, handles returns). These steps are typical components of a business workflow or process automation.
A Workflow Agent is an AI agent whose purpose is to automate and manage an entire business process or a complex multi-step sequence of operations that traditionally required manual handoffs between different systems or teams. It uses its large language model brain, coupled with tools (such as APIs to a CRM, Inventory database, or shipping system), to observe the state of a process (e.g., a new order), reason about the next step, and execute the necessary actions to move the process forward toward completion.
Customer Service Agents (C) and Conversational Agents (D) are focused on user interaction (chatbots, virtual assistants) rather than back-end transactional automation.
Employee Productivity Agents (B) typically focus on individual tasks like drafting emails, summarizing meetings, or internal search, not automating an end-to-end operational flow like order fulfillment.
Therefore, an agent designed to automate a complete, multi-step business process like order fulfillment is correctly classified as a Workflow Agent.
(Reference: Google Cloud Generative AI training materials categorize agents based on function, with Workflow Agents being those designed to automate multi-step business processes and operational sequences.)

質問 # 62
A sales manager wants to responsibly use generative AI (gen AI) to increase efficiency with their existing tasks. They want to allow the sales team to focus on building customer relationships and closing deals. How should the sales team use gen AI?

- A. To automate creative content like blog posts and social media updates to attract new leads.
- B. To replace the sales team's CRM system with a more intuitive and user-friendly interface.
- C. To draft emails and provide real-time insights about customer needs.
- D. To analyze customer interactions on social media and automatically generate sales pitches tailored to their public profiles.

正解：C

解説：
The strategic goal is to boost sales efficiency by shifting the team's focus to high-value activities (relationships and closing deals) by automating repetitive administrative tasks.
Option C directly addresses this goal by leveraging Gen AI's core capabilities for text generation and summarization/analysis:
Drafting emails automates a major time sink for sales reps (a common, repetitive task).
Providing real-time insights automates the labor-intensive research and manual data analysis required to understand customer needs, giving the rep instant, actionable context.
Options A and D are less direct solutions for improving sales efficiency: Option A is an expensive, high-risk platform replacement, not an efficiency use case. Option D describes marketing tasks, which, while related, are not the primary, day-to-day tasks that sales reps perform to clear their schedules for relationship building. Therefore, Gen AI's most effective role in sales is as a productivity assistant for drafting and quick research.
(Reference: Google Cloud documentation on sales enablement use cases emphasizes that Gen AI's role is to automate administrative

and time-consuming tasks like drafting outreach messages and synthesizing customer information to enhance seller productivity, allowing them to focus on revenue-generating activities.)

質問 # 63

A national bank is overwhelmed by customer inquiries across multiple channels and needs an AI-powered solution to provide seamless, consistent support, empower customer support agents, and improve service quality. What Google Cloud product should the bank use?

- A. Gemini for Google Cloud
- B. Gemini for Google Workspace
- C. Google Contact Center as a Service
- D. Vertex AI Search

正解：C

解説：
The bank's requirement is for a solution that provides seamless, consistent support across multiple channels and helps to empower customer support agents and improve service quality. This describes the need for a comprehensive, end-to-end customer service infrastructure.

Google Contact Center as a Service (CCaaS) is the full, cloud-native contact center solution offered by Google Cloud (part of the Customer Engagement Suite). It is specifically designed to unify customer interactions across various channels (phone, chat, web messaging) and provides the necessary infrastructure for routing, managing agent workflows, and ensuring a consistent and secure customer experience at scale. This solution goes beyond simply automating a chatbot.

While Vertex AI Search (A) can be used as a component within the solution to ground answers in an internal knowledge base, and Gemini for Google Workspace (B) can boost individual agent productivity, neither provides the comprehensive multi-channel contact center infrastructure that the scenario demands. The scale and nature of the problem-unifying overwhelmed support across channels and empowering agents-requires an enterprise-grade platform, which is precisely the function of Google Contact Center as a Service.

質問 # 64

A company collects customer feedback through open-ended survey questions where customers can write detailed responses in their own words, such as "The product was easy to use, and the customer support was excellent, but the delivery took longer than expected." What type of data is this?

- A. Unstructured data
- B. Structured data
- C. Quantitative data
- D. Labeled data

正解：A

解説：
Data is typically classified into two main types: structured and unstructured.

Structured data is highly organized, formatted for a predefined data model, and easily searchable in tabular form (e.g., columns and rows in a database, like customer names, order IDs, or star ratings).

Unstructured data lacks a pre-defined format or organization.

The customer feedback described is a detailed, free-text response written in the customer's own words. This qualitative data, whether it is an email, an essay, or a long-form survey response, does not fit into fixed fields and requires advanced Natural Language Processing (NLP) or Generative AI techniques to extract meaning. Since the text is non-tabular and has no inherent structure enforced by the collection method, it is correctly classified as Unstructured Data.

Quantitative data (D) refers to numerical values that can be counted or measured. Labeled data (C) is data that has been tagged with a meaningful output category, which this raw feedback has not yet received.

(Reference: Google's Generative AI Study Guides define Unstructured Data as data that does not have a predefined structure or data model, such as text documents, images, audio, and video. Free-text responses in a survey are a primary example of unstructured data.)

質問 # 65

A large company is creating their generative AI (gen AI) solution by using Google Cloud's offerings. They want to ensure that their mid-level managers contribute to a successful gen AI rollout by following Google-recommended practices. What should the mid-level managers do?

- A. Create a robust data strategy to ensure teams can access high-quality, relevant data that is appropriate for training and fine-tuning gen AI models.
- B. Secure funding and resources for AI initiatives by demonstrating the potential return on investment to the chief financial officer (CFO).
- C. Drive gen AI adoption by identifying high-impact, feasible solutions that address specific challenges within their workflows.
- D. Perform continuous testing, measurement, and refinement based on user feedback and real-world performance data.

正解：C

解説：
Google's recommended strategy for a successful generative AI rollout involves a combination of top-down strategic alignment and bottom-up adoption. In this structure, the role of the mid-level manager is critical for driving tangible value within their specific domain.
Securing funding (D) is typically the responsibility of senior leadership or the steering committee.
Creating a robust data strategy (B) is the domain of data governance teams and data scientists.
Continuous testing and refinement (A) is the job of MLOps/engineering teams and end-users.
The primary role of the mid-level manager is to act as the bridge between high-level strategy and daily operations. They possess the domain knowledge to pinpoint pain points. Therefore, their most impactful contribution is to identify specific, high-impact, and feasible use cases (C) for their teams-such as automating report summaries or drafting internal communications-that directly address operational challenges and demonstrate quick wins. This action fuels successful adoption and validates the AI strategy from the ground up.
(Reference: Google Cloud's guidance on Gen AI strategy emphasizes that successful adoption requires strong top-down vision (like defining goals/funding) combined with bottom-up discovery, where functional leaders (mid-level managers) identify and prioritize high-value, feasible solutions within their specific workflows to drive adoption.)

質問＃66
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