

Agentforce-Specialist試験の準備方法 | 有効的な Agentforce-Specialist再テスト試験 | 完璧なSalesforce Certified Agentforce Specialist PDF問題サンプル



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>> Agentforce-Specialist再テスト <<

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Salesforce Certified Agentforce Specialist 認定 Agentforce-Specialist 試験問題 (Q245-Q250):

質問 # 245

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The profiles exempt from masking
- **B. The privacy data entities to be masked**
- C. The encryption keys for masking

正解: B

解説:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This

ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

Data Masking Configuration:

The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

Why Other Options Are Incorrect:

A). Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

B). Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data." Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

質問 # 246

Universal Containers' service team wants to customize the standard case summary response from Agentforce.

What should the Agentforce Specialist do to achieve this?

- A. Summarize the Case with a standard Agent action.
- B. Customize the standard Record Summary template for the Case object.
- **C. Create a custom Record Summary prompt template for the Case object.**

正解: C

解説:

Comprehensive and Detailed In-Depth Explanation: UC's service team seeks to customize the standard case summary response provided by Agentforce. Let's assess the options for tailoring this output.

* Option A: Create a custom Record Summary prompt template for the Case object. In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC's needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce's customization process, making it the correct answer.

* Option B: Summarize the Case with a standard Agent action. Standard Agent actions (e.g., "Answer Questions") don't specifically target case summarization—they're broader in scope. There's no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.

* Option C: Customize the standard Record Summary template for the Case object. Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.

Why Option A is Correct: Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder's flexibility, as per Salesforce best practices.

References:

* Salesforce Agentforce Documentation: Prompt Builder > Custom Templates- Details creating custom summaries.

* Trailhead: Build Prompt Templates in Agentforce- Explains customizing standard outputs.

* Salesforce Help: Record Summaries with AI- Recommends custom templates for tailored results.

質問 # 247

What is one key purpose of action instructions when creating a custom agent action in Agentforce?

- A. Action instructions define the temperature of the large language model (LLM) powering the Reasoning Engine.
- **B. Action instructions help the reasoning engine decide which action to use.**
- C. Action instructions tell the user how to call this action in a conversation.

正解: B

解説:

According to the AgentForce Action Design and Configuration Guide, action instructions serve as the directive text that informs the Reasoning Engine about when and how to invoke a specific action. The documentation states: "Action instructions guide the reasoning engine by describing the action's purpose, inputs, and when it should be selected. Clear, concise instructions improve the LLM's accuracy in mapping user intent to the correct action." Option A is correct because it reflects this documented purpose -

connecting user intent with the appropriate system action.

Option B is incorrect since the temperature parameter for the LLM is defined at the system or configuration level, not within action instructions.

Option C is incorrect because action instructions are meant for the reasoning engine, not for end users.

References (AgentForce Documents / Study Guide):

- * AgentForce Action Design Guide: "How Action Instructions Support Reasoning"
- * AgentForce Builder Handbook: "Optimizing Action Selection through Clear Instructions"
- * AgentForce Study Guide: "Purpose of Action Instructions in Custom Actions"

質問 # 248

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解説:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

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* The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

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質問 # 249

Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues. CCR wants to implement a triage process so that:

* High severity requests must be escalated to a human service rep.

* Lower severity requests should result in creating a support case for the guest.

The requirement is to achieve the highest reliability and determinism in the response from the agent.

Which approach should an Agentforce Specialist recommend?

- A. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".
- **B. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = 'High', and the "Create Support Case" action runs only when severityLevel != 'High'.**
- C. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate when severity is high" and "Never create a support case when severity is high".

正解: B

解説:

The AgentForce Conditional Logic and Triage Design Guide recommends using custom variables and deterministic filters for reliable decision-making in AI agents. The document explains: "For deterministic triage flows, create a variable (e.g., severityLevel) populated by an action or rule. Then, apply filters so that specific actions execute only when the variable matches defined criteria. This approach guarantees predictable and auditable outcomes." In this case, severityLevel controls whether to escalate to a human rep or create a support case, ensuring no ambiguity in execution.

Option A (IF/THEN logic in topic instructions) and Option B ("Always/Never" keywords) rely on natural language interpretation, which is non-deterministic and can lead to inconsistent results.

Thus, Option C aligns with Salesforce's documented best practice for reliable and rule-based triage logic.

References (AgentForce Documents / Study Guide):

* AgentForce Conditional Logic Guide: "Using Variables and Filters for Deterministic Flows"

* AgentForce Implementation Handbook: "Triage and Escalation Best Practices"

* AgentForce Study Guide: "Building Reliable Multi-Step Decision Logic"

質問 # 250

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