

Formal Salesforce-AI-Specialist Test - Salesforce-AI-Specialist Reliable Real Test



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Salesforce SalesForce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Agentforce Tools: In this topic, AI specialists get knowledge using agents when it is appropriate. Moreover, the topic explains the working of agents and reasoning engine powers Agentforce. Lastly, the topic focuses on managing and monitoring agent adoption.
Topic 2	<ul style="list-style-type: none">Generative AI in CRM Applications: This part of the exam assesses AI specialists' knowledge of generative AI within CRM systems. It covers the use of generative AI features in Einstein for Sales and Einstein for Service.
Topic 3	<ul style="list-style-type: none">Model Builder: This portion of the exam focuses on Salesforce AI specialists' expertise in working with AI models within Salesforce environments. Candidates will need to demonstrate knowledge of when to use the Model Builder and how to configure standard, custom, or Bring Your Own Large Language Model (BYOLLM) generative models to meet business needs.
Topic 4	<ul style="list-style-type: none">Prompt Builder: This section evaluates the expertise of AI specialists working with Salesforce's AI tools. It focuses on the Prompt Builder feature, requiring candidates to understand its usage based on business needs.
Topic 5	<ul style="list-style-type: none">Einstein Trust Layer: This section evaluates the skills of Salesforce AI specialists responsible for implementing security protocols and safeguarding data privacy. It emphasizes the security, privacy, and foundational features of the Einstein Trust Layer.

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Salesforce Certified AI Specialist Exam Sample Questions (Q99-Q104):

NEW QUESTION # 99

Before activating a custom copilot action, an AI Specialist would like to understand multiple real-world user utterances to ensure the action being selected appropriately.

Which tool should the AI Specialist recommend?

- A. Model Playground
- B. Einstein Copilot
- **C. Copilot Builder**

Answer: C

Explanation:

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows AI Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

* Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.

* Option A (Model Playground) is used for testing models, not user utterances.

* Option B (Einstein Copilot) refers to the conversational interface but isn't the right tool for designing and testing actions.

References:

* Salesforce Copilot Builder Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm

NEW QUESTION # 100

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Einstein Copilot capability helps the agent accomplish this?

- A. Invoke a flow which makes a call to external data to create a Knowledge article.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- **C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.**

Answer: C

Explanation:

In this scenario, the Einstein Copilot capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Einstein Copilot can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow.

This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:

* B refers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.
* C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.

References:

* Salesforce Documentation on Einstein Copilot
* Trailhead Module on Einstein for Service

NEW QUESTION # 101

Universal Containers plans to implement prompt templates that utilize the standard foundation models.

What should the AI Specialist consider when building prompt templates in Prompt Builder?

- A. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.
- **B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.**
- C. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.

Answer: B

Explanation:

When building prompt templates in Prompt Builder, it is essential to consider how the Large Language Model (LLM) processes and generates outputs. Training the LLM with various writing styles, such as different word choices, intensifiers, emojis, and punctuation, helps the model better understand diverse writing patterns and produce more contextually appropriate responses.

This approach enhances the flexibility and accuracy of the LLM when generating outputs for different use cases, as it is trained to recognize various writing conventions and styles. The prompt template should focus on providing rich context, and this stylistic variety helps improve the model's adaptability.

Options A and B are less relevant because adding multiple-choice questions or role-playing scenarios doesn't contribute significantly to improving the AI's output generation quality within standard business contexts.

For more details, refer to Salesforce's Prompt Builder documentation and LLM tuning strategies.

NEW QUESTION # 102

Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, products, and other custom phrases.

Which feature should the AI Specialist set up to enable UC's sales team?

- A. Call Insights
- B. Call Summaries
- C. Call Explorer

Answer: A

Explanation:

To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the AI Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation. This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.

* Call Summaries provide a general overview of the call but do not specifically highlight keywords or topics.

* Call Explorer is a tool for navigating through call data but does not focus on automatic insights.

For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

NEW QUESTION # 103

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The AI Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production.

Which other configuration steps should the AI Specialist take in the sandbox that can be deployed to the production org?

- A. create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields: add the Wrap Up component to the Messaging Session record page layout; and create Permission Set Assignments for the intended Agents.
- B. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields: and add the Wrap up component to the Messaging session record page layout.
- C. From the Einstein setup menu, select Turn on Einstein: create custom fields to store Issue, Resolution, and Summary: create a Quick Action that updates these fields: and add the wrap up component to the Messaging session record page layout.

Answer: B

Explanation:

* Context of the Question

* Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.

* Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.

* The AI Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.

* What Can Actually Be Deployed from Sandbox to Production?

- * Custom Fields: Metadata that is easily created in sandbox and then deployed.
- * Quick Actions: Also metadata-based and can be deployed from sandbox to production.
- * Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.
- * Why Option C is Correct
 - * No Need to Turn on Einstein in Sandbox for Deployment: Einstein Generative AI is already enabled in Production; turning it on in the sandbox is typically a manual step if you want to test, but that step itself is not "deployable" in the sense of metadata.
 - * Permission Set Assignments(as in Option A) are not deployable metadata. You can deploy the Permission Set itself but not the specific user assignments. Since the question specifically asks "Which other configuration steps should be taken in the sandbox that can be deployed to the production org?", user assignment is not one of them.
 - * Why Not Option A or B?
 - * Option A: Mentions creating permission set assignments for agents. This cannot be directly deployed from sandbox to Production, as permission set assignments are user-specific and considered "data," not metadata.
 - * Option B: Mentions "Turn on Einstein." But Einstein Generative AI is already enabled in Production. Additionally, "Turning on Einstein" is typically an org-level setting, not a deployable metadata item.
 - * ConclusionThe main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are:
 - * Custom Fields(Issue, Resolution, Summary).
 - * A Quick Actionthat updates those fields.
 - * Page Layout Changeto include the Wrap Up component.

Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.

Salesforce AI Specialist References & Documents

- * Salesforce Trailhead:Work Summaries with Einstein GPTProvides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.
- * Salesforce Documentation:Deploying Metadata Between OrgsExplains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).
- * Salesforce AI Specialist Study GuideOutlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

NEW QUESTION # 104

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