

인기자격증Salesforce-AI-Specialist최신업데이트버전시험자료시험덤프최신자료

Salesforce Process-Automation Salesforce Process Automation Accredited Professional 3

질문 # 57

Which three actions can a business analyst take with a process action?

- A. Create and update the records that started the process or any related record.
- B. Submit the record for approval.
- C. Export up to 3 resources that are currently being used in the flow* or process.
- D. Import field values from another record and merge them with the record that started the process
- E. Send email and/or Post to Chatter.

정답A,B,E

질문 # 58

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<https://kr.fast2test.com/Process-Automation-premium-file.html>

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Tags: Process-Automation인증시험 인기 덤프자료,Process-Automation최신버전 시험공부자료,Process-Automation시험덤프,Process-Automation높은 통과율 덤프샘플문제,Process-

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Salesforce Salesforce-AI-Specialist 시험요강:

주제	소개
주제 1	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.
주제 2	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.
주제 3	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.
주제 4	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.
주제 5	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.

최신 AI Associate Salesforce-AI-Specialist 무료 샘플문제 (Q101-Q106):

질문 # 101

An AI Specialist implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce. The AI Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.

Which grounding technique should the AI Specialist use?

- A. Automatic grounding using Draft with Einstein feature
- B. Ground with Apex Merge Fields
- C. Ground with Record Merge Fields

정답: C

설명:

For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

* Record Merge Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

* Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

* Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

References:

* Salesforce Einstein Sales Emails Documentation: <https://help.salesforce.com/s/articleView?id=release->

질문 # 102

An AI Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities.

How should the AI Specialist gather the necessary data for the prompt template?

- A. Select the Account Opportunity object as a resource when creating the prompt template.
- **B. Create a flow to retrieve the opportunity information.**
- C. Select the latest Opportunities related list as a merge field.

정답: B

설명:

To gather the necessary data for populating the Latest Opportunities Summary custom field on the Account object with information from the three most recently opened opportunities, the AI Specialist should create a flow. A flow can be configured to query and retrieve the required opportunity records based on criteria such as their open date. Once the flow has gathered the necessary data, it can be used in a prompt template or other automation processes to populate the custom field on the Account record.

* Option A is correct because creating a flow allows for dynamic data retrieval and control over the logic for selecting the most recent opportunities.

* Option B and Option C do not provide sufficient control or data retrieval capabilities needed for this scenario.

References:

* Salesforce Flow Documentation: <https://help.salesforce.com/s/articleView?id=sf.flow.htm>

질문 # 103

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.

Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

- **A. Predictive model**
- B. Predictive model and generative model
- C. Generative model

정답: A

설명:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes.

Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

* Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

* Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

Refer to Salesforce's Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

질문 # 104

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases.

UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users.

When would Einstein Copilot implementation be most advantageous?

- A. When the focus is on optimizing marketing campaigns and strategies
- B. When the main objective is to enhance data security and compliance measures
- **C. When the goal is to streamline customer support processes and improve response times**

정답: C

설명:

Einstein Copilot implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Einstein Copilot can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

* Option B (data security) is not the primary focus of Einstein Copilot, which is more about improving operational efficiency.

* Option C (marketing campaigns) falls outside the scope of Service Cloud and Einstein Copilot's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Einstein Copilot for Service Cloud and how it improves support processes.

질문 # 105

How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

- A. Masked data will be de-masked during response journey.
- B. Masked data will be de-masked during request journey.
- C. Responses that do not meet the relevance threshold will be automatically rejected.

정답: A

설명:

The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de- masking it during the response journey.

How It Works:

* Data Masking in the Request Journey:

* Sensitive Data Identification: Before sending the prompt to the LLM, the Einstein Trust Layer scans the input for sensitive data, such as personally identifiable information (PII), confidential business information, or any other data deemed sensitive.

* Masking Sensitive Data: Identified sensitive data is replaced with placeholders or masks. This ensures that the LLM does not receive any raw sensitive information, thereby protecting it from potential exposure.

* Processing by the LLM:

* Masked Input: The LLM processes the masked prompt and generates a response based on the masked data.

* No Exposure of Sensitive Data: Since the LLM never receives the actual sensitive data, there is no risk of it inadvertently including that data in its output.

* De-masking in the Response Journey:

* Re-insertion of Sensitive Data: After the LLM generates a response, the Einstein Trust Layer replaces the placeholders in the response with the original sensitive data.

* Providing Meaningful Responses: This de-masking process ensures that the final response is both meaningful and complete, including the necessary sensitive information where appropriate.

* Maintaining Data Security: At no point is the sensitive data exposed to the LLM or any unintended recipients, maintaining data security and compliance.

Why Option A is Correct:

* De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.

* Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.

Why Options B and C are Incorrect:

* Option B (Masked data will be de-masked during request journey):

* Incorrect Process: De-masking during the request journey would expose sensitive data before it reaches the LLM, defeating the purpose of masking and compromising data security.

* Option C (Responses that do not meet the relevance threshold will be automatically rejected):

* Irrelevant to Data Protection: While the Einstein Trust Layer does enforce relevance thresholds to filter out inappropriate or irrelevant responses, this mechanism does not directly relate to the protection of sensitive data. It addresses response quality rather than data security.

References:

* Salesforce AI Specialist Documentation -Einstein Trust Layer Overview:

* Explains how the Trust Layer masks sensitive data in prompts and re-inserts it after LLM processing to protect data privacy.

* Salesforce Help -Data Masking and De-masking Process:

* Details the masking of sensitive data before sending to the LLM and the de-masking process during the response journey.

* Salesforce AI Specialist Exam Guide -Security and Compliance in AI:

* Outlines the importance of data protection mechanisms like the Einstein Trust Layer in AI implementations.

Conclusion:

The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include

necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

질문 # 106

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