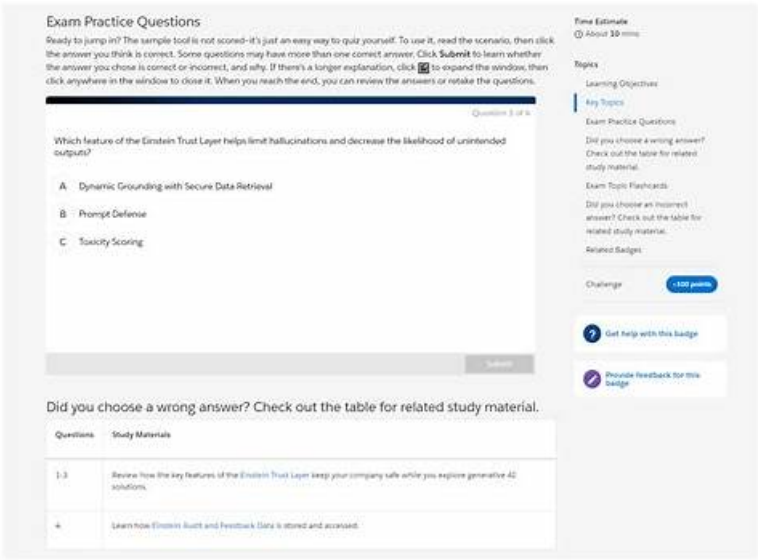# Salesforce Salesforce-AI-Specialist Exam Score, Salesforce-AI-Specialist Test Practice

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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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.
Topic 5	• 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.

Salesforce Certified AI Specialist Exam Sample Questions (Q55-Q60):

NEW QUESTION # 55

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.
- B. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
- C. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.

Answer: C

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the AI Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

Reference:

Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION # 56

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.

What does a safety category score of 1 indicate in the Einstein Generative Toxicity Score?

- A. Moderately safe
- B. Safe
- C. Not safe

Answer: B

Explanation:

In the Einstein Trust Layer, the toxicity scoring system is used to evaluate the safety level of content generated by AI, particularly to ensure that it is non-toxic, inclusive, and appropriate for business contexts. A toxicity score of 1 indicates that the content is deemed safe.

The scoring system ranges from 0 (unsafe) to 1 (safe), with intermediate values indicating varying degrees of safety. In this case, a score of 1 means that the generated content is fully safe and meets the trust and compliance guidelines set by the Einstein Trust Layer.

For further reference, check Salesforce's official Einstein Trust Layer documentation regarding toxicity scoring for AI-generated content.

NEW QUESTION # 57

Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Einstein Copilot to improve its processes.

What is a key reason for implementing Einstein Copilot?

- A. Allowing AI to perform tasks without user interaction
- B. Streamlining workflows and automating repetitive tasks
- C. Improving data entry and data cleansing

Answer: B

Explanation:

The key reason for implementing Einstein Copilot is its ability to streamline workflows and automate repetitive tasks. By leveraging AI, Einstein Copilot can assist users in handling mundane, repetitive processes, such as automatically generating insights, completing actions, and guiding users through complex processes, all of which significantly improve operational efficiency.

Option A (Improving data entry and cleansing) is not the primary purpose of Einstein Copilot, as its focus is on guiding and assisting users through workflows.

Option B (Allowing AI to perform tasks without user interaction) does not accurately describe the role of Einstein Copilot, which operates interactively to assist users in real time.

Salesforce AI Specialist Reference:

More details can be found in the Salesforce documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_overview.htm

NEW QUESTION # 58

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.
Opportunity Products Events near the customer Tone and voice examples

How should the AI Specialist obtain related items?

- A. Call prompt initiated flow to fetch and ground the required data.
- B. Utilize a standard email template and manually insert the required data fields.
- C. Create a flex template that takes the records in question as inputs.

Answer: A

Explanation:

To ground a sales email on Opportunity Products, Events near the customer, and Tone and voice examples, the AI Specialist should use a prompt-initiated flow. This flow can dynamically fetch the necessary data from related records in Salesforce and ground the generative AI output with contextually accurate information.

* Option B (flex template) does not provide the ability to fetch dynamic data from Salesforce records automatically.
* Option C (manual insertion) would not allow for the dynamic and automated grounding of data required for custom prompts.

Refer to Salesforce documentation on flows and grounding for more details on integrating data into custom prompt templates.

NEW QUESTION # 59

What is the main purpose of Prompt Builder?

- A. A tool for developers to use in Visual Studio Code that creates prompts for Apex programming, assisting developers in writing code more efficiently.
- B. A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work
- C. A tool within Salesforce offering real-time AI-powered suggestions and guidance to users, Improving productivity and decision-making.

Answer: B

Explanation:
Prompt Builder is designed to help organizations create and configure reusable prompts for large language models (LLMs). By integrating generative AI responses into workflows, Prompt Builder enables customization of AI prompts that interact with Salesforce data and automate complex processes. This tool is especially useful for creating tailored and consistent AI-generated content in various business contexts, including customer service and sales.
It is not a tool for Apex programming (as in option A).
It is also not limited to real-time suggestions as mentioned in option C. Instead, it provides a flexible way for companies to manage and customize how AI-driven responses are generated and used in their workflows.
Reference:
Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION # 60

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