

Original Salesforce-AI-Specialist Questions & Salesforce-AI-Specialist Latest Exam Format



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Are you planning to attempt the Salesforce SalesForce-AI-Specialist exam of the Salesforce-AI-Specialist certification? The first hurdle you face while preparing for the Salesforce Certified AI Specialist Exam (Salesforce-AI-Specialist) exam is not finding the trusted brand of accurate and updated Salesforce-AI-Specialist exam questions. If you don't want to face this issue then you are at the trusted spot. Itcerttest is offering actual and Latest Salesforce-AI-Specialist Exam Questions that ensure your success in the Salesforce SalesForce-AI-Specialist certification exam on your maiden attempt.

Salesforce SalesForce-AI-Specialist Exam Syllabus Topics:

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

Quiz Salesforce - High-quality Salesforce-AI-Specialist - Original Salesforce Certified AI Specialist Exam Questions

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Salesforce Certified AI Specialist Exam Sample Questions (Q144-Q149):

NEW QUESTION # 144

What is an AI Specialist able to do when the "Enrich event logs with conversation data" setting in Einstein Copilot is enabled?

- A. View the user click path that led to each copilot action.
- B. Generate details reports on all Copilot conversations over any time period.
- C. View session data including user Input and copilot responses for sessions over the past 7 days.

Answer: C

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Einstein Copilot, it allows an AI Specialist or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping AI specialists track AI behavior and user engagement.

* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

Salesforce AI Specialist References: You can refer to this documentation for further insights: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

NEW QUESTION # 145

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology.

However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses.

Which solution should UC consider?

- A. Enable Agentforce and deploy to sales users.
- B. Build AI model with Einstein discovery and deploy to sales users.
- C. fine-tune the Einstein AI model with CBM data.

Answer: C

Explanation:

* Context of the Question: Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

* Why Fine-Tune an Einstein AI Model with CRM Data?

* Company-Specific Relevance: By fine-tuning Einstein AI with UC's CRM data (accounts, opportunities, products, and historical interactions), the model learns the enterprise-specific context. This ensures that the generative outputs are accurate and tailored to UC's sales scenarios.

* Security and Compliance: Using Salesforce Einstein within the Salesforce ecosystem keeps data under UC's control, aligning with trust, security, and compliance requirements.

* Better Predictions: Einstein AI can produce more relevant insights (e.g., recommended next steps, content suggestions, or AI-generated email responses) when it has been trained on real, high-quality internal data.

* Why Not Build an AI Model with Einstein Discovery (Option B)?

* Einstein Discovery Use Case: Einstein Discovery is best suited for predictive and prescriptive analytics (e.g., analyzing large data

sets for patterns, scoring leads, or predicting churn). While it provides advanced analytics, it is not primarily designed for generative text-based interactions for end-user consumption in a conversational format.

* Why Not Enable Agentforce (Option C)?

* Agentforce Overview: "Agentforce" (sometimes referencing a pilot or non-mainstream name) typically focuses on interactive help or workforce collaboration. It does not inherently solve the problem of large-scale generative AI using internal CRM data.

Moreover, you still need a robust generative engine fine-tuned on company data.

* Outcome: Fine-tuning the Einstein AI model with UC's CRM data (Answer A) is the most direct, Salesforce-native solution to provide generative AI responses that are aligned with UC's context, driving productivity gains and ensuring data privacy.

Salesforce AI Specialist References & Documents

* Salesforce Official: Einstein GPT Overview

* Discusses how Einstein GPT can be fine-tuned with specific CRM data to deliver contextually relevant, generative AI responses.

* Salesforce Trailhead: Get Started with Salesforce Einstein

* Explains the fundamentals of AI within the Salesforce platform, including training and optimizing Einstein models.

* Salesforce Documentation: Einstein Discovery

* Details how Einstein Discovery is primarily used for advanced analytics and predictions, not direct generative text solutions.

* Salesforce AI Specialist Study Guide

* Provides the official outline of Einstein AI capabilities, referencing how to configure and fine-tune models for specialized enterprise use cases.

NEW QUESTION # 146

Universal Containers wants to reduce overall agent handling time minimizing the time spent typing routine answers for common questions in chat, and reducing the post-chat analysis by suggesting values for case fields.

Which combination of Einstein for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Classification
- B. Einstein Reply Recommendations and Case Summaries
- C. Einstein Service Replies and Work Summaries

Answer: A

Explanation:

Universal Containers aims to reduce overall agent handling time by minimizing the time agents spend typing routine answers for common questions during chats and by reducing post-chat analysis through suggesting values for case fields.

To achieve these objectives, the combination of Einstein Reply Recommendations and Case Classification is the most appropriate solution.

1. Einstein Reply Recommendations:

* Purpose: Helps agents respond faster during live chats by suggesting the best responses based on historical chat data and common customer inquiries.

* Functionality:

* Real-Time Suggestions: Provides agents with a list of recommended replies during a chat session, allowing them to quickly select the most appropriate response without typing it out manually.

* Customization: Administrators can configure and train the model to ensure the recommendations are relevant and accurate.

* Benefit: Significantly reduces the time agents spend typing routine answers, thus improving efficiency and reducing handling time.

2. Case Classification:

* Purpose: Automatically suggests or populates values for case fields based on historical data and patterns identified by AI.

* Functionality:

* Field Predictions: Predicts values for picklist fields, checkbox fields, and more when a new case is created.

* Automation: Can be set to auto-populate fields or provide suggestions for agents to approve.

* Benefit: Reduces the time agents spend on post-chat analysis and data entry by automating the classification and field population process.

Why Options A and B are Less Suitable:

* Option A (Einstein Service Replies and Work Summaries):

* Einstein Service Replies: Similar to Reply Recommendations but typically used for email and not live chat.

* Work Summaries: Provides summaries of customer interactions but does not assist in field value suggestions.

* Option B (Einstein Reply Recommendations and Case Summaries):

* Case Summaries: Generates a summary of the case details but does not help in suggesting field values.

References:

* Salesforce AI Specialist Documentation - Einstein Reply Recommendations:

* Details how Reply Recommendations assist agents in providing quick responses during live chats.

* Salesforce AI Specialist Documentation - Einstein Case Classification:

- * Explains how Case Classification predicts and suggests field values to streamline case management.
- * Salesforce Trailhead -Optimize Service with AI:
- * Provides an overview of AI features that enhance service efficiency.

NEW QUESTION # 147

Universal Containers wants to utilize Einstein for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals.

Which feature should the AI Specialist recommend to the sales team?

- A. Find Similar Deals
- B. **Create Close Plan**
- C. Create Account Plan

Answer: B

Explanation:

The "Create Close Plan" feature is designed to help sales reps by providing AI-generated strategies and steps specifically focused on closing deals. This feature leverages AI to analyze the current state of opportunities and generate a plan that outlines the actions, timelines, and key steps required to move deals toward closure. It aligns directly with the sales team's need to meet quotas by offering actionable insights and structured plans.

Find Similar Deals (Option A) helps sales reps discover opportunities similar to their current deals but doesn't offer a plan for closing.

Create Account Plan (Option B) focuses on long-term strategies for managing accounts, which might include customer engagement and retention, but doesn't focus on deal closure.

Salesforce AI Specialist Reference:

For more information on using AI for sales, visit: https://help.salesforce.com/s/articleView?id=sf.einstein_for_sales_overview.htm

NEW QUESTION # 148

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. Not safe
- C. **Safe**

Answer: C

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 # 149

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