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Salesforce Certified AI Specialist Exam Sample Questions (Q34-Q39):

NEW QUESTION # 34

Which use case is best supported by Salesforce Einstein Copilot's capabilities?

- A. Enable data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities
- B. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.
- C. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.

Answer: C

Explanation:

Salesforce Einstein Copilot is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

* Option A is correct because Einstein Copilot brings a conversational interface that caters to a wide range of users.

* Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Einstein Copilot.

References:

* Salesforce Einstein Copilot Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 35

Universal Containers wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template.

What should the AI Specialist recommend?

- A. Create a prompt template passing in a special custom object that connects the records temporarily,
- B. Create a Flex template to add resources with standard and custom objects as inputs.
- C. Create a prompt template-triggered flow to access the data from standard and custom objects.

Answer: B

Explanation:

Universal Containers needs to generate a sales proposal using data from multiple unrelated standard and custom objects within a prompt template. The most effective way to achieve this is by using a Flex template.

Flex templates in Salesforce allow AI specialists to create prompt templates that can accept inputs from multiple sources, including various standard and custom objects. This flexibility enables the direct use of data from unrelated objects without the need to create intermediary custom objects or complex flows.

References:

* Salesforce AI Specialist Documentation - Flex Templates: Explains how Flex templates can be utilized to incorporate data from multiple sources, providing a flexible solution for complex data requirements in prompt templates.

NEW QUESTION # 36

An AI Specialist needs to enable the use of Sales Email prompt templates for the sales team. The AI Specialist has already created the templates in Prompt Builder.

According to best practices, which steps should the AI Specialist take to ensure the sales team can use these templates?

- A. Assign the Prompt Template Manager permission set and enable Sales Emails in setup.
- B. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.
- C. Assign the Prompt Template User permission set and enable Sales Emails in Setup.

Answer: C

Explanation:

To enable Sales Email prompt templates:

* Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.

* Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.

* Option B (Manager permission set): Required for creating/modifying templates, not for usage.

* Option C (Data Cloud Admin): Unrelated to prompt template access.

References:

- * Salesforce Help: Prompt Template Permissions
- * Specifies that "Prompt Template User" is required to leverage templates in workflows.
- * Sales Email Setup outlines enabling the feature in Setup.

NEW QUESTION # 37

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

Answer: C

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 # 38

How does Secure Data Retrieval ensure that only authorized users can access necessary Salesforce data for dynamic grounding?

- A. Retrieves Salesforce data based on the Prompt template's object permissions.
- B. Retrieves Salesforce data based on the user's permissions executing the prompt.
- C. Retrieves Salesforce data based on the 'Run As' users permissions.

Answer: B

Explanation:

Secure Data Retrieval enforces Salesforce's security model by dynamically grounding data access in the permissions of the user executing the prompt. This ensures compliance with CRUD (Create, Read, Update, Delete) and FLS (Field-Level Security) settings, preventing unauthorized access to sensitive data. For example, if a user lacks access to a specific object or field, the AI model cannot retrieve it for dynamic grounding.

* "Run As" user permissions (A) would bypass user-specific security, posing a compliance risk.

* Prompt template permissions (C) are not a Salesforce security mechanism; access is always tied to the user's profile and sharing settings.

NEW QUESTION # 39

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