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Salesforce Certified AI Specialist Exam Sample Questions (Q96-Q101):

NEW QUESTION # 96

Universal Containers (UC) recently rolled out Einstein Generative capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information.

What is a possible explanation for the poor prompt performance?

- A. The data being used for grounding Is incorrect or incomplete.
- B. The prompt template version is incompatible with the chosen LLM.
- C. The Einstein Trust Layer is incorrectly configured.

Answer: A

Explanation:

Poor prompt performance when generating case summaries is often due to the data used for grounding being incorrect or incomplete. Grounding involves feeding accurate, relevant data to the AI so it can generate appropriate outputs. If the data source is incomplete or contains errors, the generated summaries will reflect that by being inaccurate or insufficient.

* Option B(prompt template incompatibility with the LLM) is unlikely because such incompatibility usually results in more technical failures, not poor content quality.

* Option C(Einstein Trust Layer misconfiguration) is focused on data security and auditing, not the quality of prompt responses.

For more information, refer toSalesforce documentation on grounding AI modelsand data quality best practices.

NEW QUESTION # 97

Universal Containers has a custom Agent action calling a flow to retrieve the real-time status of an order from the order fulfillment system.

For the given flow, what should the AI Specialist consider about the running user's data access?

- A. The flow must have the "with sharing" permission selected in the advanced settings for the permissions, field-level security, and sharing settings to be respected.
- **B. The custom action adheres to the permissions, field-level security, and sharing settings configured in the flow.**
. The Agent will always run flows in system mode so the running user's data access will not affect the data returned.

Answer: B

Explanation:

When a flow is invoked via a custom Agent action, its data access depends on the flow's runtime configuration, not system mode by default. Salesforce flows can be configured to respect the running user's permissions and sharing settings:

- * If the flow is set to "Run as the User Who Launched the Flow" (enabled in Flow Settings), it adheres to the user's permissions, field-level security (FLS), and sharing rules.
- * Option C is incorrect because flows do not always run in system mode unless explicitly configured to do so.
- * Option A is misleading because "with sharing" is an Apex concept, not a flow setting. Flows use runtime settings like FLS and sharing enforcement.

References:

- * Salesforce Help: Flow Runtime and Security Context
- * Flow Settings: "Run with User Permission and Field-Level Security" ensures data access aligns with the user's permissions.

NEW QUESTION # 98

Universal Containers implemented Einstein Copilot for its users.

One user complains that Einstein Copilot is not deleting activities from the past 7 days.

What is the reason for this issue?

- A. Einstein Copilot does not have the permission to delete the user's records.
- B. Einstein Copilot Delete Record Action permission is not associated to the user.
- **C. Einstein Copilot does not support the Delete Record action.**

Answer: C

Explanation:

Einstein Copilot currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Einstein Copilot.

* Unsupported Action:The inability to delete records is due to the current limitations of Einstein Copilot's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

* User Permissions:Even if the user has the necessary permissions to delete records within Salesforce, Einstein Copilot itself does not have the capability to execute delete operations.

References:

- * Salesforce AI Specialist Documentation -Einstein Copilot Supported Actions:
- * Lists the actions that Einstein Copilot can perform, noting the absence of delete operations.
- * Salesforce Help -Limitations of Einstein Copilot:
- * Highlights current limitations, including unsupported actions like deleting records.

NEW QUESTION # 99

An AI Specialist at Universal Containers is working on a prompt template to generate personalized emails for product demonstrationrequests from customers. It is important for the AI-generated email to adhere strictly to the guidelines, using only

associated opportunity information, and to encourage the recipient to take the desired action.
How should the AI Specialist include these instructions on a new line in the prompt template?

- A. Make sure merged fields are defined.
- **B. Surround them with triple quotes ("").**
- C. Use curly brackets {} to encapsulate instructions.

Answer: B

Explanation:

In Salesforce prompt templates, instructions that guide how the Large Language Model (LLM) should generate content (in this case, personalized emails) can be included by surrounding the instruction text with triple quotes (""). This formatting ensures that the LLM adheres to the specific instructions while generating the email content.

The use of triple quotes allows the AI to understand that the enclosed text is a directive for how to approach the task, such as limiting the content to associated opportunity information or encouraging a specific action from the recipient.

Refer to Salesforce Prompt Builder documentation for detailed instructions on how to structure prompts for generative AI.

NEW QUESTION # 100

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- **A. The number of tokens generated by the dynamic nature of the prompt template will vary by record.**
- B. The number of tokens that can be processed by the LLM varies with total user demand.
- C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

Answer: A

Explanation:

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures—it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor does it suggest that token limits fluctuate with user demand.

Token limits are a constant defined by the model itself, independent of external user load.

References:

- * Salesforce Developer Documentation on Token Limits for Generative AI Models
- * Salesforce AI Best Practices on Prompt Design (Trailhead or Salesforce blog resources)

NEW QUESTION # 101

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