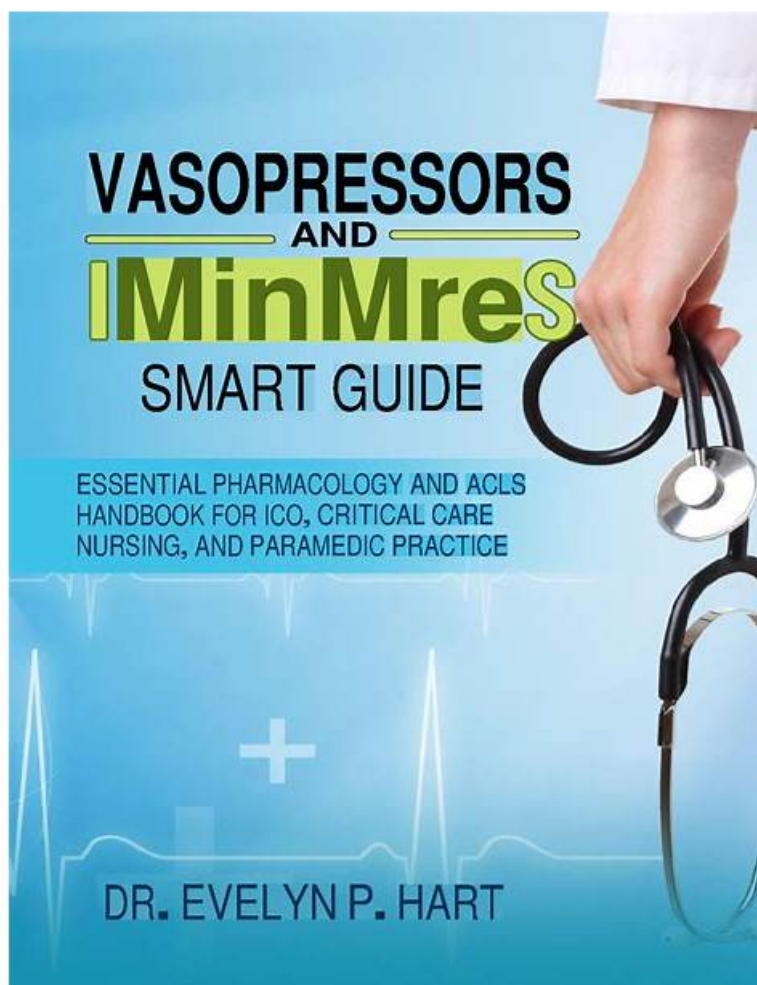# Fantastic New Salesforce-AI-Specialist Braindumps | Easy To Study and Pass Exam at first attempt & The Best Salesforce Salesforce Certified AI Specialist Exam

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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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.

Topic 3	• 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 4	• 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 5	• 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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q56-Q61):

NEW QUESTION # 56
Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, products, and other custom phrases.
Which feature should the AI Specialist set up to enable UC's sales team?

- A. Call Summaries
- B. CallExplorer
- C. Call Insights

Answer: C

Explanation:
To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the AI Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation.
This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.
* Call Summaries provide a general overview of the call but do not specifically highlight keywords or topics.
* Call Explorer is a tool for navigating through call data but does not focus on automatic insights.
For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

NEW QUESTION # 57
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 Summaries
- B. Einstein Service Replies and Work Summaries
- C. Einstein Reply Recommendations and Case Classification

Answer: C

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 ofEinstein Reply RecommendationsandCase Classificationis 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 # 58
An AI Specialist wants to include data from the response of external service invocation (REST API callout) into the prompt template.
How should the AI Specialist meet this requirement?

- A. Convert the JSON to an XML merge field.
- B. Use "Add Prompt Instructions" flow element.
- C. Use External Service Record merge fields.

Answer: C

Explanation:
An AI Specialist wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.
Solution:
Use External Service Record Merge Fields
External Service Integration:
Definition: External Services in Salesforce allow the integration of external REST APIs into Salesforce without custom code.
Registration: The external service must be registered in Salesforce, defining the API's schema and methods.
External Service Record Merge Fields:
Purpose: Enables the inclusion of data from external service responses directly into prompt templates using merge fields.
Functionality:
Dynamic Data Inclusion: Allows prompt templates to access and use data returned from REST API callouts.
Merge Fields Syntax: Use merge fields in the prompt template to reference specific data points from the API response.
Implementation Steps:
Register the External Service:

Use External Services to register the REST API in Salesforce.
Define the API's schema, including methods and data structures.
Create a Named Credential:
Configure authentication and endpoint details for the external API.
Use External Service in Flow:
Build a Flow that invokes the external service and captures the response.
Ensure the flow outputs the necessary data for use in the prompt template.
Configure the Prompt Template:
Use External Service Record merge fields in the prompt template to reference data from the flow's output.
Syntax Example: {{flowOutputVariable.fieldName}}
Why Other Options are Less Suitable:
Option A (Convert the JSON to an XML merge field):
Irrelevance: Converting JSON to XML merge fields is unnecessary and complicates the process.
Unsupported Method: Salesforce prompt templates do not support direct inclusion of XML merge fields from JSON conversion.
Option C (Use "Add Prompt Instructions" flow element):
Purpose of Add Prompt Instructions:
Allows adding instructions to the prompt within a flow but does not facilitate including external data.
Limitation: Does not directly help in incorporating external service responses into the prompt template.
Reference:
Salesforce AI Specialist Documentation - Integrating External Services with Prompt Templates:
Explains how to use External Services and merge fields in prompt templates.
Salesforce Help - Using Merge Fields with External Data:
Provides guidance on referencing external data in templates using merge fields.
Salesforce Trailhead - External Services and Flow:
Offers a practical understanding of integrating external APIs using External Services and Flow.
Conclusion:
By using External Service Record merge fields, the AI Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION # 59
A Salesforce AI Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template.
What should the AI Specialist do to ensure the prompt template's effectiveness?

- A. Use the Prompt Builder Scorecard to help monitor.
- B. Monitor and refine the template based on user feedback.
- C. Periodically change the templates grounding object.

Answer: A

Explanation:
To address the ineffectiveness of a prompt template reported by a customer, the Salesforce AI Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.
References:
* Salesforce Einstein AI Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.
* Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.
* Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

NEW QUESTION # 60
What is the role of the large language model (LLM) in executing an Einstein Copilot Action?

- A. Determine a user's access and sort actions by priority to be executed
- B. Find similar requests and provide actions that need to be executed

- C. Identify the best matching actions and correct order of execution

Answer: C

Explanation:
In Einstein Copilot, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.
By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.
The other options are incorrect because:
A mentions finding similar requests, which is not the primary role of the LLM in this context.
C focuses on access and sorting by priority, which is handled more by security models and governance than by the LLM.
References:
Salesforce Einstein Documentation on Einstein Copilot Actions
Salesforce AI Documentation on Large Language Models

NEW QUESTION # 61
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