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Salesforce Certified AI Specialist Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users. When would Einstein Copilot implementation be most advantageous?

- A. When the focus is on optimizing marketing campaigns and strategies
- B. When the main objective is to enhance data security and compliance measures
- C. When the goal is to streamline customer support processes and improve response times

Answer: C

Explanation:

Einstein Copilot implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Einstein Copilot can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

* Option B (data security) is not the primary focus of Einstein Copilot, which is more about improving operational efficiency.

* Option C (marketing campaigns) falls outside the scope of Service Cloud and Einstein Copilot's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Einstein Copilot for Service Cloud and how it improves support processes.

NEW QUESTION # 72

Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions.

Why should UC consider using Agentforce Sales Agent?

- A. To streamline the sales process and increase conversion rates
- B. To automate the entire sales process for maximum efficiency
- C. To track customer interactions for future analysis

Answer: A

Explanation:

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates.

It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

NEW QUESTION # 73

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 Account Plan
- C. Create Close Plan

Answer: C

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

NEW QUESTION # 74

Which configuration must an AI Specialist complete for users to access generative AI-enabled fields in the Salesforce mobile app?

- A. Enable Mobile Generative AI.
- B. Enable Mobile Prompt Responses.
- C. **Enable Dynamic Forms on Mobile.**

Answer: C

Explanation:

* Context of the Question

* Universal Containers (UC) has generative AI-enabled fields that users can access in the desktop experience.

* The AI Specialist needs these same fields to be visible and usable in the Salesforce Mobile App.

* Why Dynamic Forms on Mobile?

* Dynamic Forms allow you to configure record pages so that fields and sections can appear or be hidden based on certain criteria.

* When you enable "Dynamic Forms for Mobile," any generative AI-enabled fields placed on the dynamic layout become accessible in the Salesforce mobile experience.

* There is no standard Setup option labeled "Enable Mobile Generative AI" or "Enable Mobile Prompt Responses" as a universal toggle; the existing official approach is to ensure dynamic forms (and the relevant fields) are supported on mobile.

* Conclusion

* Ensuring that these AI-driven fields are visible on mobile is accomplished by turning on Dynamic Forms on Mobile and adding those fields to the dynamic layout. Therefore, Option C is correct.

Salesforce AI Specialist References & Documents

* Salesforce Documentation:Dynamic Forms OverviewExplains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.

* Salesforce AI Specialist Study GuideReiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION # 75

An AI Specialist at Universal Containers is working on a prompt template to generate personalized emails for product demonstration requests 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. Use curly brackets {} to encapsulate instructions.
- B. Make sure merged fields are defined.
- C. **Surround them with triple quotes ("").**

Answer: C

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 # 76

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