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Salesforce Certified AI Specialist Exam Sample Questions (Q26-Q31):

NEW QUESTION # 26

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
- **B. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.**
- C. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

Answer: B

Explanation:

To provide the sales team with insights into product and competitor names mentioned during calls, Universal Containers should:

- * **Enable Einstein Conversation Insights:** Activates the feature that analyzes call recordings for valuable insights.
- * **Enable Sales Recording:** Allows calls to be recorded within Salesforce without needing an external recording provider.
- * **Assign Permission Sets:** Grants the necessary permissions to sales team members to access and utilize conversation insights.
- * **Customize Insights:** Configure the system to track mentions of up to 50 products and 50 competitors, providing tailored insights relevant to the organization's needs.

Option A accurately reflects these steps. Option B mentions defining recording managers but omits enabling sales recording within Salesforce. Option C suggests connecting a recording provider and limits customization to 25 products, which does not fully meet UC's requirements.

References:

- * **Salesforce AI Specialist Documentation - Setting Up Einstein Conversation Insights:** Provides instructions on enabling conversation insights and sales recording.
- * **Salesforce Help - Customizing Conversation Insights:** Details how to customize insights with up to 50 products and competitors.
- * **Salesforce AI Specialist Exam Guide:** Outlines best practices for implementing AI features like Einstein Conversation Insights in a sales context.

NEW QUESTION # 27

Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments.

Which Einstein Generative AI feature should an AI Specialist recommend for this request?

- A. Einstein Conversation Insights
- B. Einstein Video KPI
- **C. Einstein Call Summaries**

Answer: C

Explanation:

Einstein Call Summaries is the best option for this scenario because it leverages Salesforce's AI capabilities to automatically summarize key details of video or voice calls. It includes details like deal terms, customer sentiments, follow-up tasks, and other crucial information. This feature is designed to help sales teams focus on their strategies rather than taking extensive manual notes during conversations.

- * **Einstein Call Summaries:** Automatically generates summaries for calls, identifying critical points such as next steps and follow-ups, enhancing efficiency and understanding of deal progression.
- * **Einstein Conversation Insights:** While it provides insights into customer sentiment and engagement, it is more suited for analyzing patterns across conversations rather than summarizing specific call details.
- * **Einstein Video KPI:** Focuses on analyzing key performance indicators within video calls but does not offer summarization features needed for deal terms or sentiment tracking.

This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

NEW QUESTION # 28

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 automate the entire sales process for maximum efficiency
- **B. To streamline the sales process and increase conversion rates**

- C. To track customer interactions for future analysis

Answer: B

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 # 29

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

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 # 30

The AI Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the AI Specialist take upon modifying the masked fields?

- **A. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response**
- B. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.
- C. Turn off the Einstein Trust Layer and turn it on again.

Answer: A

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

* Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

* Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

* Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

References:

* Salesforce Einstein Trust Layer Overview:https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION # 31

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