

Generative-AI-Leader Exam Questions Answers & Training Generative-AI-Leader Material



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Google Generative-AI-Leader Exam Syllabus Topics:

Topic	Details

Topic 1	• Fundamentals of Generative AI: This section of the exam measures the skills of AI Engineers and focuses on the foundational concepts of generative AI. It covers the basics of artificial intelligence, natural language processing, machine learning approaches, and the role of foundation models. Candidates are expected to understand the machine learning lifecycle, data quality, and the use of structured and unstructured data. The section also evaluates knowledge of business use cases such as text, image, code, and video generation, along with the ability to identify when and how to select the right model for specific organizational needs.
Topic 2	• Techniques to Improve Generative AI Model Output: This section of the exam measures the skills of AI Engineers and focuses on improving model reliability and performance. It introduces best practices to address common foundation model limitations such as bias, hallucinations, and data dependency, using methods like retrieval-augmented generation, prompt engineering, and human-in-the-loop systems. Candidates are also tested on different prompting techniques, grounding approaches, and the ability to configure model settings such as temperature and token count to optimize results.
Topic 3	• Business Strategies for a Successful Generative AI Solution: This section of the exam measures the skills of Cloud Architects and evaluates the ability to design, implement, and manage enterprise-level generative AI solutions. It covers the decision-making process for selecting the right solution, integrating AI into an organization, and measuring business impact. A strong emphasis is placed on secure AI practices, highlighting Google's Secure AI Framework and cloud security tools, as well as the importance of responsible AI, including fairness, transparency, privacy, and accountability.
Topic 4	• Google Cloud's Generative AI Offerings: This section of the exam measures the skills of Cloud Architects and highlights Google Cloud's strengths in generative AI. It emphasizes Google's AI-first approach, enterprise-ready platform, and open ecosystem. Candidates will learn about Google's AI infrastructure, including TPUs, GPUs, and data centers, and how the platform provides secure, scalable, and privacy-conscious solutions. The section also explores prebuilt AI tools such as Gemini, Workspace integrations, and AgentSpace, while demonstrating how these offerings enhance customer experience and empower developers to build with Vertex AI, RAG capabilities, and agent tooling.

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Google Cloud Certified - Generative AI Leader Exam Sample Questions (Q48-Q53):

NEW QUESTION # 48

A company wants to choose a generative AI (gen AI) use case that will be successful and have the most impact. What key factor should they determine first according to Google Cloud-recommended practices?

- A. The number of employees who will be trained to use the new gen AI tools.
- B. The frequency of updates to the underlying foundation models used by different gen AI platforms.
- C. The availability of pre-trained models that are offered on various cloud computing platforms.
- **D. The specific business problems the company aims to solve and the desired outcomes.**

Answer: D

Explanation:

According to Google 's principles for successful AI adoption, organizations should adopt a "problem-first " approach to ensure their investments deliver measurable value. The strategic choice of a use case should always be motivated by a clear business imperative.

Determining the specific business problems and desired outcomes (B) is the foundational step in any successful Gen AI strategy.

Without a well-defined problem (e.g., "reduce customer response time by 30%") and a measurable desired outcome (e.g., "increase customer satisfaction scores"), any AI solution runs the risk of being a technology in search of a purpose, leading to limited adoption or failure to deliver meaningful ROI.

Options A, C, and D are considerations secondary to the initial strategic alignment:

Availability of models (C) only dictates the technical feasibility, not the business value.

Training employees (A) is a resource requirement, not the goal itself.

Model updates (D) is a technical concern related to model longevity, not the primary strategic driver for use case selection.

The priority is always to align the AI solution with high-value business objectives.

(Reference: Google Cloud Generative AI strategy guidelines state: "A fundamental principle for successful AI adoption, including generative AI, is to start with clear business problems and desired outcomes. Without a well-defined problem, the AI solution might not deliver meaningful value, regardless of the technology used.

This 'problem-first' approach is crucial for impactful AI strategy. ")

NEW QUESTION # 49

A national bank is overwhelmed by customer inquiries across multiple channels and needs an AI-powered solution to provide seamless, consistent support, empower customer support agents, and improve service quality. What Google Cloud product should the bank use?

- A. Vertex AI Search
- B. Gemini for Google Workspace
- C. Gemini for Google Cloud
- D. Google Contact Center as a Service

Answer: D

Explanation:

The bank's requirement is for a solution that provides seamless, consistent support across multiple channels and helps to empower customer support agents and improve service quality. This describes the need for a comprehensive, end-to-end customer service infrastructure.

Google Contact Center as a Service (CCaaS) is the full, cloud-native contact center solution offered by Google Cloud (part of the Customer Engagement Suite). It is specifically designed to unify customer interactions across various channels (phone, chat, web messaging) and provides the necessary infrastructure for routing, managing agent workflows, and ensuring a consistent and secure customer experience at scale. This solution goes beyond simply automating a chatbot.

While Vertex AI Search (A) can be used as a component within the solution to ground answers in an internal knowledge base, and Gemini for Google Workspace (B) can boost individual agent productivity, neither provides the comprehensive multi-channel contact center infrastructure that the scenario demands. The scale and nature of the problem-unifying overwhelmed support across channels and empowering agents-requires an enterprise-grade platform, which is precisely the function of Google Contact Center as a Service.

NEW QUESTION # 50

A team is using a generative AI model to automatically generate short summaries of customer feedback. They need to ensure that these summaries are concise and easy to digest. What model setting should they adjust?

- A. Temperature
- B. Output length
- C. Top-p (nucleus sampling)
- D. Safety settings

Answer: B

Explanation:

The objective is to make the generated summaries concise--that is, to control their length. In the configuration of a generative AI model, particularly a large language model (LLM), the parameter used to directly control the maximum size of the response is the Output Length parameter (often referred to as max_output_tokens or max_tokens). By setting a low limit on this parameter, the team can ensure that the model is forced to terminate its response once that limit is reached, resulting in a shorter, more concise summary that is "easy to digest," as requested.

NEW QUESTION # 51

An organization wants to understand trends in customer interactions, identify common issues, gauge customer sentiment, and improve the overall customer experience across both their automated chatbot interactions and live agent support. They need a tool that can analyze their existing conversational data to gain actionable business intelligence. What component of Google's Customer Engagement Suite best addresses this need?

- **A. Conversational Insights**
- B. Conversational Agents
- C. Google Cloud Contact Center as a Service
- D. Agent Assist

Answer: A

Explanation:

The requirement is clearly focused on analytics and business intelligence derived from existing conversational data, specifically to understand trends and sentiment.

Conversational Insights is the dedicated component within Google's Customer Engagement Suite (which includes Contact Center AI) whose primary function is to analyze large volumes of interaction data (transcripts from chat, calls, etc.). It uses AI and Natural Language Processing (NLP) to extract valuable patterns, identify root causes of issues, and measure customer sentiment and agent performance. This analysis generates the actionable insights necessary for strategic planning and overall customer experience improvement.

Google Cloud Contact Center as a Service (CCaaS) (A) is the full platform for managing all channels and agents, but it's the system, not the analytical tool.

Agent Assist (B) is a real-time tool used by live agents for suggestions during a conversation; it is a productivity tool, not a retrospective analytics tool.

Conversational Agents (C) are the chatbots or virtual assistants used for automation, not the tool for analyzing their performance and the raw data.

(Reference: Google Cloud documentation on the Customer Engagement Suite states that Conversational Insights is the tool used for conversational analytics to surface business intelligence from historical customer interaction data, including sentiment and trend analysis.)

NEW QUESTION # 52

A logistics company wants to use a generative AI (gen AI) agent to automatically check real-time inventory levels across its warehouses and adjust delivery schedules. The gen AI agent needs access to internal inventory data. They want the most cost-effective solution. What should the organization do?

- A. Build a custom API instead of using the gen AI agent.
- B. Use Vertex AI Studio to fine-tune a model with sample inventory data.
- **C. Use Google Cloud databases and Vertex AI for the agent to get live data.**
- D. Use pre-built gen AI chatbots for inventory questions.

Answer: C

Explanation:

To achieve real-time inventory checks and adjust delivery schedules, the generative AI agent needs live access to the company's internal inventory data. Google Cloud databases provide the structured storage for this data, and Vertex AI offers the platform to build, deploy, and manage the AI agent, including connecting it to these live data sources. This approach allows the agent to make informed decisions based on current information. Building a custom API for every interaction might be less cost-effective in the long run for dynamic inventory data. Pre-built chatbots might not have the direct integration needed for real-time adjustments, and fine-tuning with sample data wouldn't provide the live data access required.

NEW QUESTION # 53

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