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Salesforce Certified AI Specialist Exam Sample Questions (Q75-Q80):

NEW QUESTION # 75

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 Reply Recommendations and Case Classification**
- C. Einstein Service Replies and Work Summaries

Answer: B

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 of Einstein Reply Recommendations and Case Classification is 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.

Reference:

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 # 76

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency.

Which Salesforce feature should a Salesforce AI Specialist recommend to address these concerns?

- A. Einstein Recommendation Builder
- **B. Einstein Prompt Builder and Prompt Templates**
- C. Einstein Copilot Action: Query Records

Answer: B

Explanation:

For Universal Containers (UC), to reduce the time and ensure prompt consistency when using public generative AI models, the recommended feature is Einstein Prompt Builder and Prompt Templates. This feature allows teams to create reusable and consistent prompts for generative AI tasks, ensuring that all users receive uniform responses without having to type in detailed prompts manually every time.

Einstein Prompt Builder simplifies the creation of prompts, and Prompt Templates standardize the inputs, saving time for sales and service reps.

Option A (Einstein Recommendation Builder) is more focused on recommendations, not prompt standardization.

Option B (Einstein Copilot Action: Query Records) is for querying records, not generating AI-driven prompts.

Reference:

Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm

NEW QUESTION # 77

An AI Specialist at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the AI Specialist recommend to achieve this use case?

- A. Fine-Tune the standard foundational model due to the complexity of the data.
- B. Deploy UC's own custom foundational model on this data first.
- C. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.

Answer: C

Explanation:

For no-code implementations, Prompt Builder allows AI Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

NEW QUESTION # 78

Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data.

Which audit data is available using the Einstein Trust Layer?

- A. Response accuracy and offensiveness score
- B. Hallucination score and bias score
- C. Masked data and toxicity score

Answer: C

Explanation:

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment. The audit data available through the Einstein Trust Layer includes information about masked data—which ensures sensitive information is not exposed—and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

References:

* Salesforce AI Specialist Documentation - Einstein Trust Layer: Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to maintain compliance and trust.

NEW QUESTION # 79

Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).

What should the team use to access externally-hosted models in the Salesforce Platform?

- A. Model Builder
- B. Copilot Builder
- C. App Builder

Answer: A

Explanation:

To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.

* Option B, App Builder, is primarily used to build and configure applications in Salesforce, not to integrate AI models.

* Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.

Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation.

Salesforce AI Specialist References: For more details, check the Model Builder guide here: [https://help.](https://help.salesforce.com/s/articleView?id=sf.model_builder_external_models.htm)

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NEW QUESTION # 80

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