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### Salesforce Certified AI Specialist Exam Sample Questions (Q42-Q47):

#### NEW QUESTION # 42

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system. Which data grounding technique should the AI Specialist recommend?

- A. External Object Record Merge Fields
- B. Apex Merge Fields
- C. External Services Merge Fields

**Answer: A**

Explanation:

\* Context of the Requirement: Universal Containers wants to pull in real-time order status data from an external ERP system into an

LLM prompt.

- \* Data Grounding in LLM Prompts: Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.
  - \* Why External Object Record Merge Fields:
    - \* External Objects appear much like standard or custom objects but map to tables in external systems.
    - \* You can reference fields from these External Objects in merge fields, allowing real-time data retrieval from the external ERP system without storing that data natively in Salesforce.
    - \* This is a simpler "point-and-reference" approach compared to coding custom Apex or configuring external services for direct prompt embedding.
  - \* Why Not External Services Merge Fields or Apex Merge Fields:
    - \* External Services Merge Fields typically leverage flows or external service definitions. While feasible, it is more about orchestrating or invoking external services for automation (e.g., Flow).
- It's not the standard approach for seamlessly referencing external record data in prompt merges.
- \* Apex Merge Fields would imply custom Apex code controlling the prompt insertion. While possible, it's less "clicks not code" friendly and is not the default method for referencing typical record data.
- References and Study Resources:
- \* Salesforce Help & Training#Salesforce Connect and External Objects
  - \* Salesforce Trailhead#"Integrate External Data with Salesforce Connect"
  - \* Salesforce AI Specialist Study Resources (documentation regarding how to ground LLM prompts using External Objects)

### NEW QUESTION # 43

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The AI Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production.

Which other configuration steps should the AI Specialist take in the sandbox that can be deployed to the production org?

- A. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields; and add the Wrap up component to the Messaging session record page layout.
- B. From the Epstein setup menu, select Turn on Einstein: create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields; and add the wrap up component to the Messaging session record page layout.
- C. create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields; add the Wrap Up component to the Messaging Session record page layout; and create Permission Set Assignments for the intended Agents.

**Answer: A**

Explanation:

- \* Context of the Question
  - \* Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.
  - \* Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.
  - \* The AI Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.
- \* What Can Actually Be Deployed from Sandbox to Production?
  - \* Custom Fields: Metadata that is easily created in sandbox and then deployed.
  - \* Quick Actions: Also metadata-based and can be deployed from sandbox to production.
  - \* Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.
- \* Why Option C is Correct
  - \* No Need to Turn on Einstein in Sandbox for Deployment: Einstein Generative AI is already enabled in Production; turning it on in the sandbox is typically a manual step if you want to test, but that step itself is not "deployable" in the sense of metadata.
  - \* Permission Set Assignments (as in Option A) are not deployable metadata. You can deploy the Permission Set itself but not the specific user assignments. Since the question specifically asks "Which other configuration steps should be taken in the sandbox that can be deployed to the production org?", user assignment is not one of them.
- \* Why Not Option A or B?
  - \* Option A: Mentions creating permission set assignments for agents. This cannot be directly deployed from sandbox to Production, as permission set assignments are user-specific and considered "data," not metadata.

- \* Option B: Mentions "Turn on Einstein." But Einstein Generative AI is already enabled in Production. Additionally, "Turning on Einstein" is typically an org-level setting, not a deployable metadata item.
  - \* Conclusion The main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are:
  - \* Custom Fields (Issue, Resolution, Summary).
  - \* A Quick Action that updates those fields.
  - \* Page Layout Change to include the Wrap Up component.
- Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.
- Salesforce AI Specialist References & Documents
- \* Salesforce Trailhead: Work Summaries with Einstein GPT Provides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.
  - \* Salesforce Documentation: Deploying Metadata Between Orgs Explains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).
  - \* Salesforce AI Specialist Study Guide Outlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

#### NEW QUESTION # 44

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record.

What is the most likely explanation for why the draft email shows these placeholders?

- A. The user does not have Einstein Sales Emails permission assigned.
- **B. The user does not have permission to access the fields.**
- C. The user's locale language is not supported by Prompt Builder.

**Answer: B**

Explanation:

When using Einstein Generative AI to create personalized emails, if placeholders appear in the draft email where data from a recipient's Contact record should be, the most likely reason is that the user lacks permission to access the necessary fields. Salesforce's field-level security may prevent users from viewing or utilizing certain data fields, resulting in placeholders being shown instead of the actual values.

\* Option B is correct because missing field permissions will cause placeholders in email drafts.

\* Option A (missing Einstein Sales Emails permission) is unlikely, as this would prevent email generation altogether, not just placeholders.

\* Option C (locale language issues) would more likely affect language-specific issues, not field placeholders.

References:

\* Salesforce Email Template and Permissions Documentation: [https://help.salesforce.com/s/articleView?id=sf.email\\_templates\\_field\\_permissions.htm](https://help.salesforce.com/s/articleView?id=sf.email_templates_field_permissions.htm)

#### NEW QUESTION # 45

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features.

Which Einstein Generative AI feature should an AI Specialist recommend to help the rep get the details they might have missed during a conversation?

- A. Sales Summary
- **B. Call Summary**
- C. Call Explorer

**Answer: B**

Explanation:

For a sales rep who may miss key details during long sales calls, the AI Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.

\* Call Explorer is designed for manually searching through call data but doesn't summarize.

\* Sales Summary is focused more on summarizing overall sales activity, not call-specific content.

For more details, refer to Salesforce's Call Summary documentation on how AI-generated summaries can improve sales rep

productivity.

#### NEW QUESTION # 46

An AI Specialist configured Data Masking within the Einstein Trust Layer.

How should the AI Specialist begin validating that the correct fields are being masked?

- A. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.
- **B. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.**
- C. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.

**Answer: B**

Explanation:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the AI Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu.

This audit data allows the AI Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

\* Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.

\* Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

References:

\* Salesforce Einstein Trust Layer Documentation: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer\\_audit.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm)

#### NEW QUESTION # 47

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