

Standard Salesforce Salesforce-AI-Specialist Answers - Salesforce-AI-Specialist Free Practice Exams



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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Prompt Builder: This section evaluates the expertise of AI specialists working with Salesforce's AI tools. It focuses on the Prompt Builder feature, requiring candidates to understand its usage based on business needs.
Topic 2	<ul style="list-style-type: none">Agentforce Tools: In this topic, AI specialists get knowledge using agents when it is appropriate. Moreover, the topic explains the working of agents and reasoning engine powers Agentforce. Lastly, the topic focuses on managing and monitoring agent adoption.
Topic 3	<ul style="list-style-type: none">Einstein Trust Layer: This section evaluates the skills of Salesforce AI specialists responsible for implementing security protocols and safeguarding data privacy. It emphasizes the security, privacy, and foundational features of the Einstein Trust Layer.
Topic 4	<ul style="list-style-type: none">Generative AI in CRM Applications: This part of the exam assesses AI specialists' knowledge of generative AI within CRM systems. It covers the use of generative AI features in Einstein for Sales and Einstein for Service.
Topic 5	<ul style="list-style-type: none">Model Builder: This portion of the exam focuses on Salesforce AI specialists' expertise in working with AI models within Salesforce environments. Candidates will need to demonstrate knowledge of when to use the Model Builder and how to configure standard, custom, or Bring Your Own Large Language Model (BYOLLM) generative models to meet business needs.

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Salesforce Certified AI Specialist Exam Sample Questions (Q59-Q64):

NEW QUESTION # 59

Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

- A. Prompt Defense
- B. Secure Data Retrieval and Grounding
- C. Data Masking

Answer: A

Explanation:

Prompt Defense is a feature in the Einstein Trust Layer that helps minimize the risks of jailbreaking and prompt injection attacks. These attacks occur when malicious users try to manipulate the AI model by providing unintended inputs. Prompt Defense ensures that the prompts are processed securely, protecting the system from such vulnerabilities.

* Option A (Secure Data Retrieval and Grounding) relates to ensuring that data used by AI is securely retrieved but does not address prompt security.

* Option B (Data Masking) focuses on protecting sensitive information but does not prevent injection attacks.

For more information, refer to Salesforce's Einstein Trust Layer documentation on Prompt Defense and security features.

NEW QUESTION # 60

A Salesforce AI Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template. What should the AI Specialist do to ensure the prompt template's effectiveness?

- A. Use the Prompt Builder Scorecard to help monitor.
- B. Monitor and refine the template based on user feedback.
- C. Periodically change the template's grounding object.

Answer: A

Explanation:

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce AI Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

References:

* Salesforce Einstein AI Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.

* Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.

* Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

NEW QUESTION # 61

A Salesforce Administrator is exploring the capabilities of Einstein Copilot to enhance user interaction within their organization. They are particularly interested in how Einstein Copilot processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Einstein Copilot directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users.

How does Einstein Copilot handle user requests in Salesforce?

- A. Einstein Copilot will perform an HTTP callout to an LLM provider.
- B. Einstein Copilot analyzes the user's request and LLM technology is used to generate and display the appropriate response.
- C. Einstein Copilot will trigger a flow that utilizes a prompt template to generate the message.

Answer: B

Explanation:

Einstein Copilot is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Einstein Copilot analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface.

Option C accurately describes this process. Einstein Copilot does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

Reference:

Salesforce AI Specialist Documentation - Einstein Copilot Overview: Details how Einstein Copilot employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem

Salesforce Help - How Einstein Copilot Works: Explains the underlying mechanisms of how Einstein Copilot processes user requests using AI technologies.

NEW QUESTION # 62

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

- A. Flex Prompt template
- B. Sales Email prompt template
- C. Field Generation prompt template

Answer: C

Explanation:

* Context of the QuestionUniversal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

* Field Generation Prompt Template

* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

* Why Not Flex or Sales Email Prompt Templates?

* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

* ConclusionFor automatically populating the Description field with AI-generated content, theField Generation prompt template(Option A) is the correct choice.

Salesforce AI Specialist References & Documents

* Salesforce Documentation:Prompt Template TypesExplains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

* Salesforce AI Specialist Study GuideHighlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

NEW QUESTION # 63

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. Surround them with triple quotes ("").
- B. Use curly brackets {} to encapsulate instructions.

- C. Make sure merged fields are defined.

Answer: A

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 # 64

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