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Salesforce Certified AI Specialist Exam Sample Questions (Q132-Q137):

NEW QUESTION # 132

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.

What does Einstein consider when generating a summary?

- A. Generation is grounded with conversation context, Knowledge articles, and cases.
- B. Generation is grounded with existing conversation context only.
- C. Generation is grounded with conversation context and Knowledge articles.

Answer: A

Explanation:

When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate

case summary for agents.

* Conversation Context:

* Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.

* Knowledge Articles:

* It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.

* Cases:

* Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.

* Option A is correct as it includes all three: conversation context, Knowledge articles, and cases.

* Option B is incorrect because it limits the grounding to conversation context only, excluding other critical elements.

* Option C is incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

NEW QUESTION # 133

Universal Containers implements Custom Copilot Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Copilot Action to ensure proper configuration and functionality.

What should the development team review in the Custom Copilot Action configuration to identify one of the core components of a Custom Copilot Action?

- A. Output Types
- B. Action Triggers
- C. Instructions

Answer: A

Explanation:

Universal Containers is enhancing its customer service operations with Custom Copilot Actions. The development team needs to understand the core components of a Custom Copilot Action to ensure proper configuration and functionality. One of these core components is the Output Types.

* Core Components of a Custom Copilot Action:

* Instructions:

* Defines what the action should accomplish.

* Provides guidance to the AI assistant on how to execute the action.

* Input Parameters:

* The data inputs required for the action to perform its task.

* Specifies the parameters that users or systems need to provide.

* Output Types:

* Definition: Specifies the type of data the action will output after execution.

* Importance: Ensures that the Copilot and other components understand the format and structure of the action's results.

* Examples: Text, JSON, records, or other data structures.

* Action Reference:

* Points to the underlying implementation, such as an Apex class or Flow.

* Action Triggers:

* Conditions or events that initiate the action.

* Focus on Output Types:

* Relevance in Configuration:

* The development team must define the Output Types correctly to ensure that the action's results are properly processed and displayed by Copilot.

* Incorrect or undefined Output Types can lead to misinterpretation of data and failures in functionality.

Why Output Types are a Core Component:

* Integration with Copilot:

* Copilot relies on the Output Types to understand how to handle the data returned by the action.

* Data Consistency:

* Defines the structure and format of the output, ensuring consistent communication between the action and Copilot.

* User Experience:

* Proper Output Types ensure that users receive the expected results in an understandable format.

Why Other Options are Less Suitable:

* Option A (Instructions):

* While Instructions are a core component, the question asks for what should be reviewed in the configuration to identify one of the

core components.

* In this context, reviewing Output Types is more critical to ensuring proper configuration and functionality.

* Option C (Action Triggers):

* Action Triggers are important but are not always considered a core component within the configuration of a Custom Copilot Action.

* Triggers often relate to when an action is initiated rather than the configuration of the action itself.

References:

* Salesforce AI Specialist Documentation -Custom Copilot Actions:

* Details the components and configuration of Custom Copilot Actions.

* Salesforce Help -Defining Output Types in Custom Actions:

* Explains the importance of Output Types and how to configure them.

* Salesforce Trailhead -Building Custom Copilot Actions:

* Provides a hands-on approach to creating and configuring Custom Copilot Actions, highlighting key components.

NEW QUESTION # 134

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- B. The number of tokens that can be processed by the LLM varies with total user demand.
- C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

Answer: C

Explanation:

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures—it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor does it suggest that token limits fluctuate with user demand. Token limits are a constant defined by the model itself, independent of external user load.

Reference:

Salesforce Developer Documentation on Token Limits for Generative AI Models
Salesforce AI Best Practices on Prompt Design
(Trailhead or Salesforce blog resources)

NEW QUESTION # 135

Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third-party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.

No data is used for LLM training or product improvements by third-party LLMs.

No data is retained outside of UC's Salesforce org.

The data sent cannot be accessed by the LLM provider.

Which property of the Einstein Trust Layer should the AI Specialist highlight to UC that addresses these requirements?

- A. Zero-Data Retention Policy
- B. Prompt Defense
- C. Data Masking

Answer: A

Explanation:

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

- * No data is used for training or product improvements by third-party LLMs.
- * No data is retained outside of the customer's Salesforce organization.
- * The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

* Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

References:

* Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf_einstein_trust_layer.htm

NEW QUESTION # 136

A data science team has trained an XGBoost classification model for product recommendations on Databricks. The AI Specialist is tasked with bringing inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).

How should the AI Specialist set this up?

- A. Create the serving endpoint in Databricks, then configure the model using a Python SDK connector.
- B. **Create the serving endpoint in Databricks, then configure the model using Model Builder.**
- C. Create the serving endpoint in Einstein Studio, then configure the model using Model Builder.

Answer: B

Explanation:

To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand-alone Data Model Object (DMO):

* Create the Serving Endpoint in Databricks:

* The serving endpoint is necessary to make the trained model available for real-time inference.

Databricks provides tools to host and expose the model via an endpoint.

* Configure the Model Using Model Builder:

* After creating the endpoint, the AI Specialist should configure it within Einstein Studio's Model Builder, which integrates external endpoints with Salesforce Data Cloud for processing and storing inferences as DMOs.

* Option B: Serving endpoints are not created in Einstein Studio; they are set up in external platforms like Databricks before integration.

* Option C: A Python SDK connector is not used to bring model inferences into Salesforce Data Cloud; Model Builder is the correct tool.

NEW QUESTION # 137

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