

Salesforce-AI-Specialist자격증문제, Salesforce-AI-Specialist인기자격증시험덤프자료



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>> Salesforce-AI-Specialist자격증문제 <<

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최신 AI Associate Salesforce-AI-Specialist 무료 샘플문제 (Q68-Q73):

질문 # 68

Based on the user utterance, "Show me all the customers in New York", which standard Einstein Copilot action will the planner service use?

- A. Select Records
- B. Fetch Records
- C. Query Records

정답: C

설명:

The standard Einstein Copilot action that would be used in response to the user utterance, "Show me all the customers in New York," is Query Records. This action is responsible for retrieving a set of records from Salesforce based on a specified condition - in this

case, filtering customers by location (New York).

* Query Records is the action that fetches relevant data based on the criteria provided in the user's input.

* Select Records is more about picking specific records from an already presented list.

* Fetch Records is not a standard term used in this context for the action.

Refer to Einstein Copilot documentation on how Copilot actions work with natural language queries and data retrieval.

질문 # 69

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

정답: A

설명:

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

질문 # 70

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details.

Which solution should an AI Specialist implement to meet this requirement?

- A. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a screen flow to collect sales order number and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

정답: B

설명:

To implement a solution where users enter a sales order number and the system generates a summary, the AI Specialist should create a screen flow to collect the sales order number and invoke the prompt template. The standard "Prompt Template" flow action can then be used to trigger the custom prompt, providing a summary of the sales order header and details.

* Option B, creating a template-triggered prompt flow, is not necessary for this scenario because the requirement is to directly collect input through a screen flow.

* Option C, using an autolaunched flow, would be inappropriate here because the solution requires user interaction (entering a sales order number), which is best suited to a screen flow.

Salesforce AI Specialist References: For further guidance on creating prompt templates with flows:

https://help.salesforce.com/s/articleView?id=sf.prompt_template_flow_integration.htm

질문 # 71

An AI Specialist wants to include data from the response of external service invocation (REST API callout) into the prompt template. How should the AI Specialist meet this requirement?

- A. Use "Add Prompt Instructions" flow element.
- B. Convert the JSON to an XML merge field.
- C. Use External Service Record merge fields.

정답: C

설명:

An AI Specialist wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.

Solution:

- * Use External Service Record Merge Fields
- * External Service Integration:
 - * Definition: External Services in Salesforce allow the integration of external REST APIs into Salesforce without custom code.
 - * Registration: The external service must be registered in Salesforce, defining the API's schema and methods.
- * External Service Record Merge Fields:
 - * Purpose: Enables the inclusion of data from external service responses directly into prompt templates using merge fields.
 - * Functionality:
 - * Dynamic Data Inclusion: Allows prompt templates to access and use data returned from REST API callouts.
 - * Merge Fields Syntax: Use merge fields in the prompt template to reference specific data points from the API response.

Implementation Steps:

- * Register the External Service:
 - * Use External Services to register the REST API in Salesforce.
 - * Define the API's schema, including methods and data structures.
- * Create a Named Credential:
 - * Configure authentication and endpoint details for the external API.
- * Use External Service in Flow:
 - * Build a Flow that invokes the external service and captures the response.
 - * Ensure the flow outputs the necessary data for use in the prompt template.
- * Configure the Prompt Template:
 - * Use External Service Record merge fields in the prompt template to reference data from the flow's output.
- * Syntax Example: `{{flowOutputVariable.fieldName}}`

Why Other Options are Less Suitable:

- * Option A (Convert the JSON to an XML merge field):
 - * Irrelevance: Converting JSON to XML merge fields is unnecessary and complicates the process.
 - * Unsupported Method: Salesforce prompt templates do not support direct inclusion of XML merge fields from JSON conversion.
- * Option C (Use "Add Prompt Instructions" flow element):
 - * Purpose of Add Prompt Instructions:
 - * Allows adding instructions to the prompt within a flow but does not facilitate including external data.
 - * Limitation: Does not directly help in incorporating external service responses into the prompt template.

References:

- * Salesforce AI Specialist Documentation - Integrating External Services with Prompt Templates:
 - * Explains how to use External Services and merge fields in prompt templates.
- * Salesforce Help - Using Merge Fields with External Data:
 - * Provides guidance on referencing external data in templates using merge fields.
- * Salesforce Trailhead - External Services and Flow:
 - * Offers a practical understanding of integrating external APIs using External Services and Flow.

Conclusion:

By using External Service Record merge fields, the AI Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

질문 # 72

Universal Containers implemented Einstein Copilot for its users.

One user complains that Einstein Copilot is not deleting activities from the past 7 days.

What is the reason for this issue?

- A. Einstein Copilot does not have the permission to delete the user's records.
- B. Einstein Copilot Delete Record Action permission is not associated to the user.
- C. Einstein Copilot does not support the Delete Record action.

정답: C

설명:

Einstein Copilot currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Einstein Copilot.

* Unsupported Action: The inability to delete records is due to the current limitations of Einstein Copilot's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

* User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Einstein Copilot itself does not have the capability to execute delete operations.

References:

- * Salesforce AI Specialist Documentation - Einstein Copilot Supported Actions:
- * Lists the actions that Einstein Copilot can perform, noting the absence of delete operations.
- * Salesforce Help - Limitations of Einstein Copilot:
- * Highlights current limitations, including unsupported actions like deleting records.

질문 # 73

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