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Salesforce Certified AI Specialist Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

The AI Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within

Einstein's Trust Layer.

Which steps should the AI Specialist take upon modifying the masked fields?

- A. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.
- B. **Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response**
- C. Turn off the Einstein Trust Layer and turn it on again.

Answer: B

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

* Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

* Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

* Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

References:

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

NEW QUESTION # 32

Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes.

What is a consideration for this requirement?

- A. Storing this data requires Salesforce big objects.
- B. **Storing this data requires Data Cloud to be provisioned.**
- C. Storing this data requires a custom object for data to be configured.

Answer: B

Explanation:

When implementing Einstein Generative AI for improved customer insights and interactions, the Data Cloud is a key consideration for storing and managing large-scale audit and feedback data. The Salesforce Data Cloud (formerly known as Customer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioning Data Cloud, organizations like Universal Containers (UC) can gain real-time access to customer data, making it a central repository for unified reporting across various systems.

* Audit and feedback data generated by Einstein Generative AI needs to be stored in a scalable and accessible environment, and the Data Cloud provides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.

* Custom objects or Salesforce Big Objects are not designed for the scale or the specific type of real-time, unified data processing required in such AI-driven interactions. Big Objects are more suited for archival data, whereas Data Cloud ensures more robust processing, segmentation, and analysis capabilities.

References:

* Salesforce Data Cloud Documentation: <https://www.salesforce.com/products/data-cloud/overview/>

* Salesforce Einstein AI Overview: <https://www.salesforce.com/products/einstein/overview/>

NEW QUESTION # 33

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team. What should the AI Specialist be aware of before enabling this feature?

- A. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.
- B. **Call Explorer requires the Einstein Conversation Insights permission set to be enabled.**
- C. Custom Call Explorer actions need to be built before it can be configured.

Answer: B

Explanation:

Before enabling Call Explorer, the Salesforce AI Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

* Permission Set Requirement:

* Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.

* The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.

* Why Other Options Are Incorrect:

* A. Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.

* B. Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

References:

* Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

* Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

* Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION # 34

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

Answer: C

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

NEW QUESTION # 35

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements. What should an AI Specialist recommend to resolve the issue?

- A. Configure data masking in the Einstein Trust Layer setup.
- B. Add new data masking rules in LLM setup.
- C. Enable data masking for sandbox refreshes.

Answer: A

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the AI Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce AI Specialist Reference:

For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION # 36

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