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Salesforce Certified AI Specialist Exam Sample Questions (Q72-Q77):

NEW QUESTION # 72

Universal Containers plans to implement prompt templates that utilize the standard foundation models. What should the AI Specialist consider when building prompt templates in Prompt Builder?

- A. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.
- **B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.**
- C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Answer: B

Explanation:

When building prompt templates in Prompt Builder, it is essential to consider how the Large Language Model (LLM) processes and generates outputs. Training the LLM with various writing styles, such as different word choices, intensifiers, emojis, and punctuation, helps the model better understand diverse writing patterns and produce more contextually appropriate responses.

This approach enhances the flexibility and accuracy of the LLM when generating outputs for different use cases, as it is trained to

recognize various writing conventions and styles. The prompt template should focus on providing rich context, and this stylistic variety helps improve the model's adaptability.

Options A and B are less relevant because adding multiple-choice questions or role-playing scenarios doesn't contribute significantly to improving the AI's output generation quality within standard business contexts.

For more details, refer to Salesforce's Prompt Builder documentation and LLM tuning strategies.

NEW QUESTION # 73

Universal Containers wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template.

What should the AI Specialist recommend?

- A. Create a prompt template passing in a special custom object that connects the records temporarily,
- B. Create a prompt template-triggered flow to access the data from standard and custom objects.
- C. Create a Flex template to add resources with standard and custom objects as inputs.

Answer: C

Explanation:

Universal Containers needs to generate a sales proposal using data from multiple unrelated standard and custom objects within a prompt template. The most effective way to achieve this is by using a Flex template.

Flex templates in Salesforce allow AI specialists to create prompt templates that can accept inputs from multiple sources, including various standard and custom objects. This flexibility enables the direct use of data from unrelated objects without the need to create intermediary custom objects or complex flows.

References:

* Salesforce AI Specialist Documentation - Flex Templates: Explains how Flex templates can be utilized to incorporate data from multiple sources, providing a flexible solution for complex data requirements in prompt templates.

NEW QUESTION # 74

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.

Opportunity Products Events near the customer Tone and voice examples

How should the AI Specialist obtain related items?

- A. Create a flex template that takes the records in question as inputs.
- B. Utilize a standard email template and manually insert the required data fields.
- C. Call prompt initiated flow to fetch and ground the required data.

Answer: C

NEW QUESTION # 75

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

Answer: C

Explanation:

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 `ExternalService` 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 `ExternalServiceRecord` 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.

NEW QUESTION # 76

Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates. Which type of flow should UC use?

- A. Unified-object linking flow
- **B. Template-triggered prompt flow**
- C. Data Cloud-triggered flow

Answer: B

Explanation:

In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects.

Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts.

For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

NEW QUESTION # 77

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