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Salesforce Certified AI Specialist Exam 認定 Salesforce-AI-Specialist 試験問題 (Q132-Q137):

質問 # 132

Which use case is best supported by Salesforce Einstein Copilot's capabilities?

- A. Enable data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities
- B. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.
- C. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.

正解: C

解説:

Salesforce Einstein Copilot is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

Option A is correct because Einstein Copilot brings a conversational interface that caters to a wide range of users.

Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Einstein Copilot.

Reference:

Salesforce Einstein Copilot Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

質問 # 133

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be timeconsuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency.

Which Salesforce feature should a Salesforce AI Specialist recommend to address these concerns?

- A. Einstein Copilot Action: Query Records
- B. Einstein Recommendation Builder
- C. Einstein Prompt Builder and Prompt Templates

正解: C

解説:

For Universal Containers (UC), to reduce the time and ensure prompt consistency when using public generative AI models, the recommended feature is Einstein Prompt Builder and Prompt Templates. This feature allows teams to create reusable and consistent prompts for generative AI tasks, ensuring that all users receive uniform responses without having to type in detailed prompts manually every time.

* Einstein Prompt Builder simplifies the creation of prompts, and Prompt Templates standardize the inputs, saving time for sales and service reps.

* Option A (Einstein Recommendation Builder) is more focused on recommendations, not prompt standardization.

* Option B (Einstein Copilot Action: Query Records) is for querying records, not generating AI-driven prompts.

References:

* Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm

質問 # 134

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach.

Which standard Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- A. Einstein Copilot Action: Summarize Record
- B. Einstein Copilot Action: Find Similar Opportunities
- C. Einstein Copilot Action: Draft or Revise Sales Email

正解: C

解説:

For sales reps who need to draft personalized emails based on previous communications, the AI Specialist should recommend the Einstein Copilot Action: Draft or Revise Sales Email. This action uses AI to generate or revise email content, leveraging past

successful communications to create personalized and relevant outreach to prospects or clients.

* Find Similar Opportunities is used for opportunity matching, not email drafting.

* Summarize Record provides a summary of customer data but does not directly help with drafting emails.

For more information, refer to Salesforce's Einstein Copilot documentation on standard actions for sales teams.

質問 # 135

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

正解: B

解説:

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

質問 # 136

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page.

Which AI capability should the team use?

- A. Einstein Copilot
- B. Model Builder
- **C. Prompt Builder**

正解: C

解説:

The sales team at a hotel resort wants to generate a guest summary about guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They require the summary to be available only on the contact record page.

Solution:

Use Prompt Builder to create a prompt template that generates the desired summary and displays it on the contact record page.

Prompt Builder:

Purpose: Allows the creation of custom prompt templates that leverage AI to generate content based on Salesforce data.

Functionality:

Field Generation Templates: Can be used to populate fields on records with AI-generated summaries.

Customization: Enables the AI Specialist to design prompts that utilize data from the guest profiles to produce personalized summaries and recommendations.

Relevance to the Use Case:

The sales team wants the summary to be available on the contact record page, which aligns with the capabilities of Prompt Builder to generate and display content on specific record pages.

Implementation Steps:

Create a Field Generation Prompt Template:

Use Prompt Builder to create a new prompt template of type Field Generation.

Design the prompt to instruct the AI to generate a summary based on the guest's interests and activity preferences.

Include Relevant Data:

Use merge fields to include data from the guest profile in the prompt.
Ensure that the prompt accesses the necessary fields to generate accurate recommendations.
Configure the Contact Page Layout:
Add the field that will display the AI-generated summary to the contact record page layout.
Ensure that the field is only visible where appropriate, adhering to the requirement of availability only on the contact record page.
Why Not Einstein Copilot or Model Builder:
Option A (Einstein Copilot):
Purpose: Einstein Copilot is a conversational AI assistant designed to interact with users through natural language.
Mismatch with Requirements:
The team wants a static summary displayed on the contact record page, not an interactive conversational experience.
Option C (Model Builder):
Purpose: Model Builder is used to create custom AI models for predictions and classifications.
Inapplicability:
Building a custom model is unnecessary for generating text summaries based on existing data.
Model Builder does not directly provide functionality to generate and display summaries on record pages.
Reference:
Salesforce AI Specialist Documentation - Prompt Builder Overview:
Provides an introduction to Prompt Builder and its capabilities.
Salesforce Help - Creating Field Generation Prompt Templates:
Guides on creating prompt templates that generate content for fields on records.
Salesforce Trailhead - Customize AI Content with Prompt Builder:
Offers hands-on experience in building and customizing prompt templates.
Conclusion:
By utilizing Prompt Builder, the sales team can create a customized prompt template that generates personalized guest summaries and recommendations based on activity preferences. This solution meets the requirement of displaying the summary only on the contact record page, enhancing the team's ability to engage with guests effectively.

質問 # 137

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