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## Salesforce Certified AI Specialist Exam Sample Questions (Q84-Q89):

## NEW QUESTION # 84

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. Data Cloud-triggered flow
- **B. Template-triggered prompt flow**
- C. Unified-object linking 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 # 85

Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one." How should UC achieve this in Einstein Copilot?

- A. Create a custom Copilot action calling a flow.
- **B. Use the standard Copilot action.**
- C. Create a custom Copilot action calling an Apex class.

### Answer: B

Explanation:

Universal Containers can achieve the request to explore similar opportunities by using the standard Copilot action. Einstein Copilot has built-in actions to handle natural language queries, such as "Show me other opportunities like this one." The standard action will process the query and return results based on predefined matching criteria like opportunity details and past Closed Won deals. This approach avoids the need to create custom flows or Apex classes, leveraging out-of-the-box functionality.

For further details, refer to Einstein Copilot for Sales documentation regarding standard actions and natural language processing.

## NEW QUESTION # 86

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: C

Explanation:

Instructions: This is a core component of Custom Copilot Actions. Instructions tell the AI model what the action should do and how it should be executed. Clear and concise instructions are crucial for the action to function correctly and provide the expected outcome.

Let's look at why the other options are not the primary core component:

Output Types: While important for defining the kind of data the action produces, it's not the core defining element of the action itself.

Action Triggers: These determine when the action is initiated, but they don't define the core functionality of the action.

## NEW QUESTION # 87

Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses. Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

- A. Service Replies
- B. Work Summaries
- C. Service AI Grounding

**Answer: C**

Explanation:

Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts responses based on a well-defined data source. Service AI Grounding allows the AI model to be anchored in specific, relevant data sources, ensuring that any AI-generated responses (e.g., email replies) are accurate, relevant, and drawn from up-to-date information, such as Knowledge articles or cases.

Given that UC has legacy fields and outdated data, Service AI Grounding ensures that only the valid and applicable data is used by Einstein AI to craft responses. This helps improve the relevance of responses and avoids inaccuracies caused by outdated or irrelevant fields.

Work Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does.

For more details, you can refer to Salesforce's Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

#### NEW QUESTION # 88

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 Einstein Studio, then configure the model using Model Builder.
- C. Create the serving endpoint in Databricks, then configure the model using Model Builder.

**Answer: C**

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 # 89

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