

Salesforce-AI-Specialist考試心得 & Salesforce-AI-Specialist最新題庫資源



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>> Salesforce-AI-Specialist考試心得 <<

Salesforce-AI-Specialist最新題庫資源 & Salesforce-AI-Specialist在線考題

我們Testpdf有龐大的IT精英團隊，會準確的迅速的為您提供Salesforce Salesforce-AI-Specialist認證考試材料，也會及時的為Salesforce Salesforce-AI-Specialist認證考試相關考試練習題和答案提供更新及裝訂，而且我們Testpdf也在很多認證行業中得到了很高的聲譽。雖然通過Salesforce Salesforce-AI-Specialist認證考試的機率很小，但Testpdf的可靠性可以保證你能通過這個機率小的考試。

最新的 AI Associate Salesforce-AI-Specialist 免費考試真題 (Q116-Q121):

問題 #116

Universal Containers is using Einstein Copilot for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the copilot to match opportunities.

What is one criteria that Einstein Copilot for Sales uses to match similar opportunities?

- A. Matched opportunities have a status of Closed Won from last 12 months.
- B. Matched opportunities were created in the last 12 months.
- C. Matched opportunities are limited to the same account.

答案: A

解題說明:

When Einstein Copilot for Sales matches similar opportunities, one of the primary criteria used is whether the opportunities have a status of Closed Won within the last 12 months. This is a key factor in identifying successful patterns that could help close current deals. By focusing on opportunities that have been recently successful, Einstein Copilot can provide relevant insights and suggestions to sales reps to help them close similar deals faster.

For more information, review Salesforce Einstein Copilot documentation related to opportunity matching and sales success patterns.

問題 #117

Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. The goal is to enhance the team's performance by identifying areas for improvement and competitive intelligence.

Which feature provides insights about competitor mentions and coaching opportunities?

- A. Call Explorer
- B. Call Summaries
- C. Einstein Sales Insights

答案: A

解題說明:

For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information, Call Explorer is the most suitable feature. Call Explorer, a part of Einstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentions and moments for coaching. These insights are vital for improving sales performance by providing a clear understanding of the interactions during calls.

* Call Summaries offer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.

* Einstein Sales Insights focuses more on pipeline and forecasting insights rather than call-based analysis.

References:

* Salesforce Einstein Conversation Insights Documentation: https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm

問題 #118

When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

- A. Einstein Reply Recommendations
- B. Einstein Service Replies
- C. Einstein Grounding

答案: B

解題說明:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

* Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.

* Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.

* Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

References:

* Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

問題 #119

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- B. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
- C. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

答案: A

解題說明：

To provide the sales team with insights into product and competitor names mentioned during calls, Universal Containers should:

Enable Einstein Conversation Insights: Activates the feature that analyzes call recordings for valuable insights.

Enable Sales Recording: Allows calls to be recorded within Salesforce without needing an external recording provider.

Assign Permission Sets: Grants the necessary permissions to sales team members to access and utilize conversation insights.

Customize Insights: Configure the system to track mentions of up to 50 products and 50 competitors, providing tailored insights relevant to the organization's needs.

Option C accurately reflects these steps. Option A mentions defining recording managers but omits enabling sales recording within Salesforce. Option B suggests connecting a recording provider and limits customization to 25 products, which does not fully meet UC's requirements.

Reference:

Salesforce AI Specialist Documentation - Setting Up Einstein Conversation Insights: Provides instructions on enabling conversation insights and sales recording.

Salesforce Help - Customizing Conversation Insights: Details how to customize insights with up to 50 products and competitors.

Salesforce AI Specialist Exam Guide: Outlines best practices for implementing AI features like Einstein Conversation Insights in a sales context.

問題 #120

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.

答案： B

解題說明：

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/>

問題 #121

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多考一些證照對於年輕人來說不是件壞事，是加薪升遷的法寶。對於參加 Salesforce-AI-Specialist 考試的年輕人而言，不需要擔心 Salesforce 證照沒有辦法過關，只要找到最新的 Salesforce Salesforce-AI-Specialist 考題，就是 Salesforce-AI-Specialist 考試順利過關的最佳方式。該考題包括 PDF 格式和模擬考試測試版本兩種，全面覆蓋 Salesforce Salesforce-AI-Specialist 考試範圍的所有領域。

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