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최신 AI Associate Salesforce-AI-Specialist 무료샘플문제 (Q85-Q90):

질문 # 85

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Einstein Copilot capability helps the agent accomplish this?

- A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- **B. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.**
- C. Invoke a flow which makes a call to external data to create a Knowledge article.

정답: B

설명:

In this scenario, the Einstein Copilot capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Einstein Copilot can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow.

This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:

B refers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.

C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.

Reference:

Salesforce Documentation on Einstein Copilot

Trailhead Module on Einstein for Service

질문 # 86

What should an AI Specialist consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

- A. Prompt generation will yield no response when there is no related list associated with an Account in runtime.
- **B. The Activities related list on the Account object is not supported because it is a polymorphic field.**
- C. If person accounts have been enabled, merge fields will not be available for the Account object.

정답: B

설명:

When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being a polymorphic field. Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.

* Option B is incorrect because person accounts do not limit the availability of merge fields for the Account object.

* Option C is irrelevant since even if no related lists are available at runtime, the prompt can still generate based on other available data fields.

For more information, refer to Salesforce documentation on supported fields and limitations in Prompt Builder.

질문 # 87

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries.

Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.

Which feature in Einstein for Service should the support team use?

- A. Einstein Knowledge Recommendations
- **B. Einstein Reply Recommendations**
- C. Einstein Service Replies

정답: B

설명:

The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization's knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system, ensuring that responses are aligned with organizational standards. Einstein Service Replies (Option A) is focused on generating replies but doesn't have the same emphasis on grounding responses in the knowledge base.

Einstein Knowledge Recommendations (Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles than providing automated or AI-generated responses to customers.

Salesforce AI Specialist Reference:

For more information on Einstein Reply Recommendations: https://help.salesforce.com/s/articleView?id=sfeinstein_reply_recommendations_overview.htm

질문 # 88

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. Unified-object linking flow
- C. Template-triggered prompt flow

정답: A

설명:

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.

질문 # 89

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A. The number of tokens that can be processed by the LLM varies with total user demand.
- B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

정답: B

설명:

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures—it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor does it suggest that token limits fluctuate with user demand.

Token limits are a constant defined by the model itself, independent of external user load.

References:

* Salesforce Developer Documentation on Token Limits for Generative AI Models

* Salesforce AI Best Practices on Prompt Design (Trailhead or Salesforce blog resources)

질문 # 90

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