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Salesforce Certified AI Specialist Exam Sample Questions (Q74-Q79):

NEW QUESTION # 74
Universal Containers is very concerned about security compliance and wants to understand:
Which prompt text is sent to the large language model (LLM)
* How it is masked
* The masked response

What should the AI Specialist recommend?

- A. Enable audit trail in the Einstein Trust Layer.
- B. Review the debug logs of the running user.
- C. Ingest the Einstein Shield Event logs into CRM Analytics.

Answer: A

Explanation:
To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the AI Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.
* Option A (Einstein Shield Event logs) is focused on system events rather than specific AI prompt data.
* Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.
For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

NEW QUESTION # 75
Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team.
What should the AI Specialist be aware of before enabling this feature?

- A. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.
- B. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.
- C. Custom Call Explorer actions need to be built before it can be configured.

Answer: B

Explanation:
Before enabling Call Explorer, the Salesforce AI Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.
Key Considerations:
* Permission Set Requirement:
* Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.
* The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.
* Why Other Options Are Incorrect:
* A. Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.
* B. Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.
References:
* Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.
* Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.
* Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION # 76
A Salesforce AI Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template.
What should the AI Specialist do to ensure the prompt template's effectiveness?

- A. Monitor and refine the template based on user feedback.
- B. Periodically change the templates grounding object.
- C. Use the Prompt Builder Scorecard to help monitor.

Answer: C

Explanation:
To address the ineffectiveness of a prompt template reported by a customer, the Salesforce AI Specialist should use the Prompt

Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data- driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

References:

* Salesforce Einstein AI Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.

* Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.

* Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

NEW QUESTION # 77

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy.

Which prompt template type should the AI Specialist recommend?

- A. Sales Email
- B. Field Generation
- C. Record Summary

Answer: B

Explanation:

The correct answer isField Generationbecause this template type is designed to dynamically populate form fields with content generated by a large language model (LLM). In this scenario, leadership wants a dynamic form field that contains a summary or description generated by AI to aid customer interactions. Additionally, they want to keep a human in the loop, meaning the generated content will likely be reviewed or edited by a person before it's finalized, which aligns with theField Generationprompt template.

* Field Generation: This prompt type allows you to generate content for specific fields in Salesforce, leveraging large language models to create dynamic and contextual information. It ensures that AI content is available within the record where needed, but it allows human oversight or review, supporting the "human-in-the-loop" strategy.

* Sales Email: This prompt type is mainly used for generating email content for outreach or responses, which doesn't align directly with populating fields in a form.

* Record Summary: While this option might seem close, it is typically used to summarize entire records for high-level insights rather than filling specific fields with dynamic content based on AI generation.

Salesforce AI Specialist References:

* You can explore more about these prompt templates and AI capabilities through Salesforce documentation and official resources on Prompt Builder:https://help.salesforce.com/s/articleView?id=sf.
prompt_builder_templates_overview.htm

NEW QUESTION # 78

An AI Specialist turned on Einstein Generative AI in Setup. Now, the AI Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.

What is causing the problem?

- A. The Prompt Template Manager permission set was not assigned correctly.
- B. The Prompt Template User permission set was not assigned correctly.
- C. The large language model (LLM) was not configured correctly in Data Cloud.

Answer: A

Explanation:

In order to access and create custom prompt templates inPrompt Builder, the AI Specialist must have the Prompt Template Managerpermission set assigned. Without this permission, they will not be able to access Prompt Builderin the Setup menu, even thoughEinstein Generative AIis enabled.

* Option Bis correct because thePrompt Template Managerpermission set is required to usePrompt Builder.

* Option A(Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create

or manage them.

* Option C(LLM configuration in Data Cloud) is unrelated to the ability to accessPrompt Builder.

References:

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

NEW QUESTION # 79

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