

Salesforce Certified AI Specialist Exam Valid Test Topics & Salesforce-AI-Specialist Free Download Demo & Salesforce Certified AI Specialist Exam Practice Test Training



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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Agentforce Tools: In this topic, AI specialists get knowledge using agents when it is appropriate. Moreover, the topic explains the working of agents and reasoning engine powers Agentforce. Lastly, the topic focuses on managing and monitoring agent adoption.
Topic 2	<ul style="list-style-type: none">Generative AI in CRM Applications: This part of the exam assesses AI specialists' knowledge of generative AI within CRM systems. It covers the use of generative AI features in Einstein for Sales and Einstein for Service.
Topic 3	<ul style="list-style-type: none">Prompt Builder: This section evaluates the expertise of AI specialists working with Salesforce's AI tools. It focuses on the Prompt Builder feature, requiring candidates to understand its usage based on business needs.
Topic 4	<ul style="list-style-type: none">Einstein Trust Layer: This section evaluates the skills of Salesforce AI specialists responsible for implementing security protocols and safeguarding data privacy. It emphasizes the security, privacy, and foundational features of the Einstein Trust Layer.
Topic 5	<ul style="list-style-type: none">Model Builder: This portion of the exam focuses on Salesforce AI specialists' expertise in working with AI models within Salesforce environments. Candidates will need to demonstrate knowledge of when to use the Model Builder and how to configure standard, custom, or Bring Your Own Large Language Model (BYOLLM) generative models to meet business needs.

>> Salesforce-AI-Specialist Detailed Answers <<

Formats of PDFTorrent Updated Salesforce Salesforce-AI-Specialist Exam Practice Questions

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Salesforce Certified AI Specialist Exam Sample Questions (Q88-Q93):

NEW QUESTION # 88

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users. When would Einstein Copilot implementation be most advantageous?

- A. When the main objective is to enhance data security and compliance measures
- B. When the focus is on optimizing marketing campaigns and strategies
- C. When the goal is to streamline customer support processes and improve response times

Answer: C

Explanation:

Einstein Copilot implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Einstein Copilot can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

Option B (data security) is not the primary focus of Einstein Copilot, which is more about improving operational efficiency.

Option C (marketing campaigns) falls outside the scope of Service Cloud and Einstein Copilot's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Einstein Copilot for Service Cloud and how it improves support processes.

NEW QUESTION # 89

Universal Containers (UC) needs to improve the agent productivity in replying to customer chats. Which generative AI feature should help UC address this issue?

- A. Case Escalation
- B. Case Summaries
- C. Service Replies

Answer: C

Explanation:

* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.

* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.

* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.

Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

NEW QUESTION # 90

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

- A. Contract Renewal Date prediction
- B. Product recommendation prediction

- C. Customer churn prediction

Answer: C

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

Option A (product recommendation prediction) is unrelated to contract cancellations.

Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

Reference:

Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION # 91

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the AI Specialist recommend?

- A. Service Replies and Case Summaries
- B. Service Replies and Work Summaries
- C. Reply Recommendations and Sales Summaries

Answer: A

Explanation:

To improve the productivity of the service center, the AI Specialist should recommend the Service Replies and Case Summaries features.

* Service Replies help agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

* Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

* Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

For more information, see Salesforce's Einstein Service Cloud documentation on the use of generative AI to assist customer service teams.

NEW QUESTION # 92

Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Einstein Copilot to improve its processes.

What is a key reason for implementing Einstein Copilot?

- A. Improving data entry and data cleansing
- B. Allowing AI to perform tasks without user interaction
- C. Streamlining workflows and automating repetitive tasks

Answer: C

Explanation:

The key reason for implementing Einstein Copilot is its ability to streamline workflows and automate repetitive tasks. By leveraging AI, Einstein Copilot can assist users in handling mundane, repetitive processes, such as automatically generating insights, completing actions, and guiding users through complex processes, all of which significantly improve operational efficiency.

* Option A (Improving data entry and cleansing) is not the primary purpose of Einstein Copilot, as its focus is on guiding and assisting users through workflows.

* Option B (Allowing AI to perform tasks without user interaction) does not accurately describe the role of Einstein Copilot, which operates interactively to assist users in real time.

Salesforce AI Specialist References: More details can be found in the Salesforce documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_overview.htm

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