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## **Salesforce Certified AI Specialist Exam Sample Questions (Q137-Q142):**

**NEW QUESTION # 137**

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

**Answer: C**

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 # 138

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

**Answer: C**

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 # 139

An AI Specialist at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the AI Specialist recommend to achieve this use case?

- A. Deploy UC's own custom foundational model on this data first.
- B. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.
- C. Fine-Tune the standard foundational model due to the complexity of the data.

**Answer: B**

Explanation:

For no-code implementations, Prompt Builder allows AI Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

**NEW QUESTION # 140**

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 # 141**

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

**Answer: B**

Explanation:

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=sf.einstein\\_reply\\_recommendations\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview.htm)

**NEW QUESTION # 142**

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