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Salesforce Certified AI Specialist Exam Sample Questions (Q53-Q58):

NEW QUESTION # 53

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.

Answer: B

Explanation:

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

NEW QUESTION # 54

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Data Masking
- **B. Dynamic Grounding**
- C. Prompt Defense

Answer: B

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

NEW QUESTION # 55

Universal Containers wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template.

What should the AI Specialist recommend?

- **A. Create a Flex template to add resources with standard and custom objects as inputs.**
- B. Create a prompt template passing in a special custom object that connects the records temporarily,
- C. Create a prompt template-triggered flow to access the data from standard and custom objects.

Answer: A

Explanation:

Universal Containers needs to generate a sales proposal using data from multiple unrelated standard and custom objects within a prompt template. The most effective way to achieve this is by using a Flex template.

Flex templates in Salesforce allow AI specialists to create prompt templates that can accept inputs from multiple sources, including various standard and custom objects. This flexibility enables the direct use of data from unrelated objects without the need to create intermediary custom objects or complex flows.

References:

* Salesforce AI Specialist Documentation - Flex Templates: Explains how Flex templates can be utilized to incorporate data from multiple sources, providing a flexible solution for complex data requirements in prompt templates.

NEW QUESTION # 56

What is the correct process to leverage Prompt Builder in a Salesforce org?

- A. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.
- **B. Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.**
- C. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.

Answer: B

Explanation:

When using Prompt Builder in a Salesforce org, the correct process involves several important steps:

- * Select the appropriate prompt template type based on the use case.
- * Develop the prompt within the prompt workspace, where the template is created and customized.
- * Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.
- * Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.
- * Test and validate the generated responses to ensure accuracy and effectiveness.
- * Option B is correct as it follows the proper steps for using Prompt Builder.
- * Option A and Option C do not capture the full process correctly.

References:

- * Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm

NEW QUESTION # 57

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

Answer: A

NEW QUESTION # 58

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