

Salesforce-AI-Specialist考試重點 - Salesforce-AI-Specialist熱門考古題



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Salesforce Salesforce-AI-Specialist 考試大綱：

主題	簡介
主題 1	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.
主題 2	Einstein Trust Layer: This section evaluates the skills ofSalesforce AI specialists responsible for implementing security protocols and safeguarding data privacy. It emphasizes the security, privacy, and foundational features of the Einstein Trust Layer.
主題 3	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.
主題 4	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.
主題 5	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.

>> Salesforce-AI-Specialist考試重點 <<

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最新的 AI Associate Salesforce-AI-Specialist 免費考試真題 (Q136-Q141):

問題 #136

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Einstein Copilot.

How should the AI Specialist monitor Copilot's usability and the assignment of actions?

- A. Run Einstein Copilot Analytics.
- B. Query the Copilot log data using the metadata API.
- C. Run a report on the Platform Debug Logs.

答案： A

解題說明：

To monitor Einstein Copilot's usability and the assignment of actions, the AI Specialist should run Einstein Copilot Analytics. This feature provides insights into how often Copilot is used, the types of actions it is handling, and overall user engagement with the system. It's the most effective way to track Copilot's performance and usage patterns.

* Platform Debug Logs are not relevant for tracking user behavior or the assignment of Copilot actions.

* Querying the Copilot log data via the Metadata API would not provide the necessary insights in a structured manner.

For more details, refer to Salesforce's Copilot Analytics documentation for tracking AI-driven interactions.

問題 #137

How does an Agent respond when it can't understand the request or find any requested information?

- A. With a generated error message
- B. With a general message asking the user to rephrase the request
- C. With a preconfigured message, based on the action type

答案： C

解題說明：

* Context of the Question

* When an Agent (e.g., Agentforce or a similar generative AI assistant in Salesforce) cannot understand a user's request or fails to locate the requested information, it should provide a coherent fallback.

* Fallback / Error Handling in Agentforce

* Preconfigured or "Fallback" Message: Typically, within the setup of any AI assistant, admins define a fallback or "failure" response. This message can be tailored to each action type or scenario (e.g., "No data found," "Sorry, I didn't get that-please try again," etc.).

* Why Not an Automatically Generated Error Message?(Option A) AI assistants rarely show raw system error messages; they generally display friendly, standardized messages.

* Why Not a Purely Generic "Rephrase" Message?(Option B) Although an agent might prompt the user to rephrase, Salesforce best practices are to configure a fallback response or fallback action that aligns with the brand and the context. This is typically a "preconfigured message based on the action type."

* Conclusion Because the assistant uses a preconfigured fallback that is set up in the environment (for example, in the agent's or domain's settings), the correct choice is Option C.

Salesforce AI Specialist References & Documents

* Salesforce Pilot / Agentforce Setup Documentation Explains how to configure a fallback or default message when the AI cannot fulfill a user's request.

* Salesforce AI Specialist Study Guide Details best practices for AI-driven assistants and how fallback scenarios are handled with preconfigured messages.

問題 #138

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- A. Find similar requested topics and provide the actions that need to be executed

- B. Determine a user's topic access and sort actions by priority to be executed
- C. Identify the best matching topic and actions and correct order of execution

答案： C

問題 #139

A Salesforce Administrator is exploring the capabilities of Einstein Copilot to enhance user interaction within their organization. They are particularly interested in how Einstein Copilot processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Einstein Copilot directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users.

How does Einstein Copilot handle user requests In Salesforce?

- A. Einstein Copilot will trigger a flow that utilizes a prompt template to generate the message.
- B. Einstein Copilot will perform an HTTP callout to an LLM provider.
- C. Einstein Copilot analyzes the user's request and LLM technology is used to generate and display the appropriate response.

答案： C

解題說明：

Einstein Copilot is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Einstein Copilot analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface.

Option C accurately describes this process. Einstein Copilot does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

References:

* Salesforce AI Specialist Documentation - Einstein Copilot Overview: Details how Einstein Copilot employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.

* Salesforce Help - How Einstein Copilot Works: Explains the underlying mechanisms of how Einstein Copilot processes user requests using AI technologies.

問題 #140

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
- B. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.
- C. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.

答案： B

解題說明：

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the AI Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

* Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

* Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

* Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

References:

* Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

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