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Salesforce Certified AI Specialist Exam Sample Questions (Q149-Q154):

NEW QUESTION # 149

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.
Opportunity Products Events near the customer Tone and voice examples
How should the AI Specialist obtain related items?

- A. Utilize a standard email template and manually insert the required data fields.
- **B. Call prompt initiated flow to fetch and ground the required data.**
- C. Create a flex template that takes the records in question as inputs.

Answer: B

Explanation:

To ground a sales email on Opportunity Products, Events near the customer, and Tone and voice examples, the AI Specialist should use a prompt-initiated flow. This flow can dynamically fetch the necessary data from related records in Salesforce and ground the generative AI output with contextually accurate information.

* Option B (flex template) does not provide the ability to fetch dynamic data from Salesforce records automatically.

* Option C (manual insertion) would not allow for the dynamic and automated grounding of data required for custom prompts.

Refer to Salesforce documentation on flows and grounding for more details on integrating data into custom prompt templates.

NEW QUESTION # 150

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record.

What is the most likely explanation for why the draft email shows these placeholders?

- A. The user does not have permission to access the fields.
- B. The user's locale language is not supported by Prompt Builder.
- C. The user does not have Einstein Sales Emails permission assigned.

Answer: A

Explanation:

When using Einstein Generative AI to create personalized emails, if placeholders appear in the draft email where data from a recipient's Contact record should be, the most likely reason is that the user lacks permission to access the necessary fields. Salesforce's field-level security may prevent users from viewing or utilizing certain data fields, resulting in placeholders being shown instead of the actual values.

Option B is correct because missing field permissions will cause placeholders in email drafts.

Option A (missing Einstein Sales Emails permission) is unlikely, as this would prevent email generation altogether, not just placeholders.

Option C (locale language issues) would more likely affect language-specific issues, not field placeholders.

Reference:

Salesforce Email Template and Permissions Documentation: https://help.salesforce.com/s/articleView?id=sf.email_templates_field_permissions.htm

NEW QUESTION # 151

Which configuration must an AI Specialist complete for users to access generative AI-enabled fields in the Salesforce mobile app?

- A. Enable Dynamic Forms on Mobile.
- B. Enable Mobile Prompt Responses.
- C. Enable Mobile Generative AI.

Answer: C

Explanation:

* Context of the Question

* Universal Containers (UC) has generative AI-enabled fields that users can access in the desktop experience.

* The AI Specialist needs these same fields to be visible and usable in the Salesforce Mobile App.

* Why Dynamic Forms on Mobile?

* Dynamic Forms allow you to configure record pages so that fields and sections can appear or be hidden based on certain criteria.

* When you enable "Dynamic Forms for Mobile," any generative AI-enabled fields placed on the dynamic layout become accessible in the Salesforce mobile experience.

* There is no standard Setup option labeled "Enable Mobile Generative AI" or "Enable Mobile Prompt Responses" as a universal toggle; the existing official approach is to ensure dynamic forms (and the relevant fields) are supported on mobile.

* Conclusion

* Ensuring that these AI-driven fields are visible on mobile is accomplished by turning on Dynamic Forms on Mobile and adding those fields to the dynamic layout. Therefore, Option C is correct.

Salesforce AI Specialist References & Documents

* Salesforce Documentation: Dynamic Forms Overview Explains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.

* Salesforce AI Specialist Study Guide Reiterates that to expose generative AI fields or components in mobile, you must configure

dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION # 152

Universal Containers implemented Einstein Copilot for its users.

One user complains that Einstein Copilot is not deleting activities from the past 7 days.

What is the reason for this issue?

- A. Einstein Copilot does not support the Delete Record action.
- B. Einstein Copilot does not have the permission to delete the user's records.
- C. Einstein Copilot Delete Record Action permission is not associated to the user.

Answer: A

Explanation:

Einstein Copilot currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Einstein Copilot.

* Unsupported Action: The inability to delete records is due to the current limitations of Einstein Copilot's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

* User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Einstein Copilot itself does not have the capability to execute delete operations.

References:

* Salesforce AI Specialist Documentation - Einstein Copilot Supported Actions:

* Lists the actions that Einstein Copilot can perform, noting the absence of delete operations.

* Salesforce Help - Limitations of Einstein Copilot:

* Highlights current limitations, including unsupported actions like deleting records.

NEW QUESTION # 153

Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC wishes to create a digest of account action plans using the generative API feature.

Which API service should UC use to meet this requirement?

- A. SOAP API
- B. Metadata API
- C. REST API

Answer: C

Explanation:

To create a digest of account action plans using the generative API feature, Universal Containers should use the REST API. The REST API is ideal for integrating Salesforce with external systems and enabling interaction with Salesforce data, including generative capabilities like creating summaries or digests. It supports modern web standards and is suitable for flexible, lightweight interactions between Salesforce and legacy systems.

* Metadata API is used for retrieving and deploying metadata, not for data operations like generating summaries.

* SOAP API is an older API used for integration but is less flexible compared to REST for this specific use case.

For more details, refer to Salesforce REST API documentation regarding using REST for data integration and generating content.

NEW QUESTION # 154

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