

Free Salesforce Salesforce-AI-Specialist Questions



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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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 5	<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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q106-Q111):

NEW QUESTION # 106

An AI Specialist is creating a custom action for Agentforce.

Which setting should the AI Specialist test and iterate on to ensure the action performs as expected?

- A. Action Name
- B. Action Input
- C. Action Instructions

Answer: C

Explanation:

To ensure a custom action in Agentforce performs as expected, the AI Specialist must focus on Action Instructions. Here's why:

* Action Instructions define the logic, parameters, and steps the AI should follow to execute the action.

They include:

* How input data is processed.

* API calls or Apex invocations.

* Conditional logic (e.g., decision trees). Testing and iterating on these instructions ensures alignment with the intended workflow. For example, incorrect API endpoint references or misconfigured parameters in the instructions will cause failures.

* Action Input (Option A) refers to the data provided to the action. While validating input formats is important, inputs are static once defined. The primary issue lies in whether the instructions correctly use the inputs.

* Action Name (Option B) is a descriptive label and does not affect functionality.

Salesforce Documentation Support:

* Salesforce Einstein Bots & Custom Actions Guide highlights that Action Instructions are where the "core logic" resides, requiring rigorous testing (Source: Einstein Bots Developer Guide).

* Trailhead Module "Build Custom Actions for Einstein Bots" emphasizes refining instructions to handle edge cases and validate outputs (Source: Trailhead).

By iterating on Action Instructions, the AI Specialist ensures the action's logic, integrations, and error handling are robust.

NEW QUESTION # 107

An AI Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities.

How should the AI Specialist gather the necessary data for the prompt template?

- A. Select the latest Opportunities related list as a merge field.
- B. Create a flow to retrieve the opportunity information.
- C. Select the Account Opportunity object as a resource when creating the prompt template.

Answer: B

Explanation:

To gather the necessary data for populating the Latest Opportunities Summary custom field on the Account object with information from the three most recently opened opportunities, the AI Specialist should create a flow. A flow can be configured to query and retrieve the required opportunity records based on criteria such as their open date. Once the flow has gathered the necessary data, it can be used in a prompt template or other automation processes to populate the custom field on the Account record.

Option A is correct because creating a flow allows for dynamic data retrieval and control over the logic for selecting the most recent opportunities.

Option B and Option C do not provide sufficient control or data retrieval capabilities needed for this scenario.

Reference:

Salesforce Flow Documentation: <https://help.salesforce.com/s/articleView?id=sf.flow.htm>

NEW QUESTION # 108

Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters.

What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

- A. Revert to using the standard template without modifications.
- **B. Manually add the hyperparameters to the new template.**
- C. Use Model Playground to create a model configuration with the specified parameters.

Answer: B

Explanation:

When Universal Containers creates a new Sales Email prompt template using the "Save As" function, missing hyperparameters can result in different outputs. To ensure the new prompt produces comparable results to the standard Sales Email prompt, the AI Specialist should manually add the necessary hyperparameters to the new template.

Hyperparameters like Temperature, Frequency Penalty, and Presence Penalty directly affect how the AI generates responses. Ensuring that these are consistent with the standard template will result in similar outputs.

Option A (Model Playground) is not necessary here, as it focuses on fine-tuning models, not adjusting templates directly.

Option C (Reverting to the standard template) does not solve the issue of customizing the prompt template.

For more information, refer to Prompt Builder documentation on configuring hyperparameters in custom templates.

NEW QUESTION # 109

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A. The number of tokens that can be processed by the LLM varies with total user demand.
- **B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.**
- C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

Answer: B

Explanation:

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures—it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor does it suggest that token limits fluctuate with user demand.

Token limits are a constant defined by the model itself, independent of external user load.

References:

- * Salesforce Developer Documentation on Token Limits for Generative AI Models
- * Salesforce AI Best Practices on Prompt Design (Trailhead or Salesforce blog resources)

NEW QUESTION # 110

Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. The goal is to enhance the team's performance by identifying areas for improvement and competitive intelligence.

Which feature provides insights about competitor mentions and coaching opportunities?

- A. Call Explorer
- B. Call Summaries
- C. Einstein Sales Insights

Answer: A

Explanation:

For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information, Call Explorer is the most suitable feature. Call Explorer, a part of Einstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentions and moments for coaching. These insights are vital for improving sales performance by providing a clear understanding of the interactions during calls.

* Call Summariesoffer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.
* Einstein Sales Insightsfocuses more on pipeline and forecasting insights rather than call-based analysis.

References:

* Salesforce Einstein Conversation Insights Documentation: https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm

NEW QUESTION # 111

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