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Salesforce Certified AI Specialist Exam Sample Questions (Q28-Q33):

NEW QUESTION # 28

Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data. Which audit data is available using the Einstein Trust Layer?

- A. Masked data and toxicity score
- B. Hallucination score and bias score
- C. Response accuracy and offensiveness score

Answer: A

Explanation:

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment. The audit data available through the Einstein Trust Layer includes information about masked data-which ensures sensitive information

is not exposed-and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

Reference:

Salesforce AI Specialist Documentation - Einstein Trust Layer: Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to maintain compliance and trust.

NEW QUESTION # 29

Which mechanism within the Einstein Trust Layer helps to ensure that personal data is handled in compliance with data protection regulations like GDPR?

- A. Prompt Defense
- **B. Data Masking**
- C. Toxicity Scoring

Answer: B

NEW QUESTION # 30

An AI Specialist is considering using a Field Generation prompt template type.

What should the AI Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the field chosen must be a rich text field with 255 characters or more.
- B. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms
- **C. That the org is set to API version 59 or higher**

Answer: C

Explanation:

Before creating a Field Generation prompt template, the AI Specialist must ensure that the Salesforce org is set to API version 59 or higher. This version of the API introduces support for advanced generative AI features, such as enabling fields for generative AI outputs. This is a critical technical requirement for the Field Generation prompt template to function correctly.

* Option A (rich text field requirement) is not necessary for generative AI functionality.

* Option C (Dynamic Forms) does not impact the ability of a field to be generative AI-enabled, although it might enhance the user interface.

For more information, refer to Salesforce documentation on API versioning and Field Generation templates.

NEW QUESTION # 31

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.

How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- **A. Einstein for Flow**
- B. Invocable Apex
- C. Flow Action

Answer: A

Explanation:

* Context of the Question

* Universal Container (UC) has used prompt templates to update summary fields on record pages.

* Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

* How to Call a Prompt Template Within a Flow

* Flow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.

* Other Options:

* Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available.

However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

* Einstein for Flow: A broad label for Salesforce's generative AI features within Flow.

Under the hood, you typically use a "Flow Action" that points to your prompt.

* Conclusion

* The easiest out-of-the-box solution is to use a Flow Action referencing the prompt template.

Hence, Option B is correct.

Salesforce AI Specialist References & Documents

* Salesforce Trailhead: Use Prompt Templates in Flow Demonstrates how to add an Action in Flow that calls a prompt template.

* Salesforce Documentation: Einstein GPT for Flow Explains standard flow actions to invoke and handle generative AI responses.

NEW QUESTION # 32

Universal Containers wants support agents to use Agentforce to ask questions about its product tutorials and product guides.

What should the AI Specialist do to meet this requirement?

- A. Add an Answer Questions custom field in the product object for tutorial instructions.
- **B. Publish product tutorials and guides as Knowledge articles.**
- C. Create a prompt template for product tutorials and guides.

Answer: B

Explanation:

* Context of the Question Universal Containers (UC) wants its support agents to use Agentforce to ask questions about product tutorials and product guides. Agentforce typically references knowledge sources to provide accurate and contextual responses.

* Why Knowledge Articles?

* Centralized Repository: Publishing product tutorials and guides as Knowledge articles in Salesforce ensures that the information is readily available and searchable by Agentforce.

* AI Integration: Salesforce's AI solutions, including Agentforce, can often be configured to pull content directly from Salesforce Knowledge articles, giving users on-demand answers without manual data duplication.

* Maintenance & Updates: Storing content in Salesforce Knowledge simplifies content updates, versioning, and user permissions.

* Why Not the Other Options?

* Option A (Create a Prompt Template): Creating a prompt template alone does not solve how the underlying content (tutorials, guides) is stored or accessed by Agentforce. Prompt templates shape the queries/responses but do not provide the knowledge base.

* Option B (Add an Answer Questions Custom Field): A single field on the product object is insufficient for the depth of information found in tutorials and guides. It also lacks the robust search and user-friendly interface that Knowledge articles provide.

* Conclusion To ensure Agentforce can effectively retrieve and deliver accurate information about products, publishing product tutorials and guides as Knowledge articles is the recommended approach.

Salesforce AI Specialist References & Documents

* Salesforce Documentation: Set Up Salesforce Knowledge Discusses how to publish articles for easy access by AI-driven assistants and support teams.

* Salesforce AI Specialist Study Guide Explains best practices for feeding knowledge sources to generative AI and Agentforce.

NEW QUESTION # 33

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