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Just like the saying goes, it is good to learn at another man's cost. In the process of learning, it is more important for all people to have a good command of the method from other people. The Salesforce Certified AI Specialist Exam exam questions from our company will help you find the good study method from other people. Using the Salesforce-AI-Specialist Test Guide from our company, you can not only pass your exam, but also you will have the chance to learn about the different and suitable study skills. We believe these skills will be very useful for you near life.

Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

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

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Salesforce Certified AI Specialist Exam Sample Questions (Q84-Q89):

NEW QUESTION # 84

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

Answer: C

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 FlowDemonstrates how to add an Action in Flow that calls a prompt template.

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

NEW QUESTION # 85

After a successful implementation of Agentforce Sates Agent with sales users. Universal Containers now aims to deploy it to the service team.

Which key consideration should the AI Specialist keep in mind for this deployment?

- A. Assign the Agentforce for Service permission to the Service Cloud users.
- B. Assign the standard service actions to Agentforce Service Agent.
- C. Review and test standard and custom Agent topics and actions for Service Center use cases.

Answer: C

Explanation:

When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:

* Agent Topics and Actions are context-specific. Service Cloud use cases (e.g., case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.

* Option A: Permissions like "Agentforce for Service" are necessary but secondary to functional compatibility.

* Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.

References:

* Salesforce Help: Einstein Agent Setup

* Emphasizes reviewing "topics and actions for different user groups (Sales vs. Service)."

NEW QUESTION # 86

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

Answer: B

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 # 87

Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"?

- A. Sentiment Analysis and Emotion Detection
- B. Draft Survey Request Email
- **C. Issue and Resolution**

Answer: C

Explanation:

Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context without reviewing the full transcript.

* Sentiment Analysis and Emotion Detection (Option A): While Einstein Conversation Insights provides sentiment scores and emotion detection, these are separate from Work Summaries. Work Summaries focus on factual summaries, not sentiment.

* Draft Survey Request Email (Option B): Not part of Work Summaries. This would require automation tools like Flow or Email Studio.

* Issue and Resolution (Option C): Directly referenced in Salesforce documentation as fields populated by Einstein Work Summaries.

References:

* Salesforce Help Article: Einstein Work Summaries

* Einstein Work Summaries focus on "key details like Issue and Resolution" alongside summaries.

* Contrast with Einstein Conversation Insights for sentiment/emotion analysis.

NEW QUESTION # 88

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

Answer: B

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.

