

Quiz 2025 Salesforce Valid Salesforce-AI-Specialist: Reliable Salesforce Certified AI Specialist Exam Exam Pattern



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Salesforce Certified AI Specialist Exam Sample Questions (Q53-Q58):

NEW QUESTION # 53

Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses.

Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

- A. Service Replies
- **B. Service AI Grounding**
- C. Work Summaries

Answer: B

Explanation:

Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts responses based on a well-defined data source. Service AI Grounding allows the AI model to be anchored in specific, relevant data sources, ensuring that any AI-generated responses (e.g., email replies) are accurate, relevant, and drawn from up-to-date information, such as Knowledge articles or cases.

Given that UC has legacy fields and outdated data, Service AI Grounding ensures that only the valid and applicable data is used by Einstein AI to craft responses. This helps improve the relevance of responses and avoids inaccuracies caused by outdated or irrelevant fields.

Work Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does.

For more details, you can refer to Salesforce's Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

NEW QUESTION # 54

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations.

UC wants to ensure that its AI-generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding.

Which objects should UC select to configure Service AI Grounding?

- A. Case, Case Emails, and Knowledge
- B. Case, Knowledge, and Case Notes
- **C. Case and Knowledge**

Answer: C

Explanation:

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations.

They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.

Supported Objects for Service AI Grounding:

* Case

* Knowledge

* Case Object:

* Role in Grounding: Provides contextual data about customer inquiries, including case details, status, and history.

* Benefit: Grounding AI responses in case data ensures that the information provided is relevant to the specific customer issue being addressed.

* Knowledge Object:

* Role in Grounding: Contains articles and documentation that offer solutions and information related to common issues.

* Benefit: Utilizing Knowledge articles helps the AI provide accurate and helpful responses based on verified information.

* Exclusion of Other Objects:

* Case Notes and Case Emails:

* Not Supported for Grounding: While useful for internal reference, these objects are not included in the supported objects for Service AI Grounding.

* Reason: They may contain sensitive or unstructured data that is not suitable for AI grounding purposes.

Why Options A and C are Incorrect:

* Option A (Case, Knowledge, and Case Notes):

* Case Notes Not Supported: Case Notes are not among the supported objects for grounding in Service AI.

* Option C (Case, Case Emails, and Knowledge):

* Case Emails Not Supported: Case Emails are also not included in the list of supported objects for grounding.

References:

* Salesforce AI Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.

- * Salesforce Help -Implementing Service AI Grounding:Provides guidance on setting up grounding with Case and Knowledge objects.
- * Salesforce Trailhead -Enhance Service with AI Grounding:Offers an interactive learning path on using AI grounding in service scenarios.

NEW QUESTION # 55

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

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

Answer: B

Explanation:

* 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."

* ConclusionBecause the assistant uses apreconfigured fallbackthat is set up in the environment (for example, in the agent's or domain's settings), the correct choice isOption C.

Salesforce AI Specialist References & Documents

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

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

NEW QUESTION # 56

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy.

Which prompt template type should the AI Specialist recommend?

- A. Sales Email
- **B. Field Generation**
- C. Record Summary

Answer: B

Explanation:

The correct answer is Field Generation because this template type is designed to dynamically populate form fields with content generated by a large language model (LLM). In this scenario, leadership wants a dynamic form field that contains a summary or description generated by AI to aid customer interactions. Additionally, they want to keep a human in the loop, meaning the generated content will likely be reviewed or edited by a person before it's finalized, which aligns with the Field Generation prompt template.

Field Generation: This prompt type allows you to generate content for specific fields in Salesforce, leveraging large language models to create dynamic and contextual information. It ensures that AI content is available within the record where needed, but it allows human oversight or review, supporting the "human-in-the-loop" strategy.

Sales Email: This prompt type is mainly used for generating email content for outreach or responses, which doesn't align directly with populating fields in a form.

Record Summary: While this option might seem close, it is typically used to summarize entire records for high-level insights rather than filling specific fields with dynamic content based on AI generation.

Salesforce AI Specialist Reference:

You can explore more about these prompt templates and AI capabilities through Salesforce documentation and official resources on Prompt Builder: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_templates_overview.htm

NEW QUESTION # 57

Universal Containers (UC) is implementing generative AI and wants to leverage a prompt template to provide responses to customers that gives personalized product recommendations to website visitors based on their browsing history.

Which initial step should UC take to ensure the chatbot can deliver accurate recommendations?

- **A. Collect and analyze browsing data.**
- B. Write a response script for the chatbot.
- C. Design universal product recommendations.

Answer: A

Explanation:

To enable personalized product recommendations using generative AI, the foundational step for Universal Containers (UC) is collecting and analyzing browsing data (Option C). Personalized recommendations depend on understanding user behavior, which requires structured data about their browsing history. Without this data, the AI model lacks the context needed to generate relevant suggestions.

* Data Collection: UC must first aggregate browsing data (e.g., pages visited, products viewed, session duration) to build a dataset that reflects user preferences.

* Data Analysis: Analyzing this data identifies patterns (e.g., frequently viewed categories) that inform how prompts should be structured to retrieve relevant recommendations.

* Grounding in Data: Salesforce's Prompt Templates rely on grounding data to generate accurate outputs. Without analyzing browsing data, the prompt template cannot reference meaningful insights for personalization.

Options A and D are incorrect because:

* Universal recommendations (A) ignore personalization, which is the core requirement.

* Writing a response script (D) addresses chatbot interaction design, not the accuracy of recommendations.

References:

* Salesforce AI Specialist Certification Guide: Highlights the importance of grounding prompts in relevant data sources to ensure accuracy.

* Trailhead Module: "Einstein for Developers" emphasizes data preparation as a prerequisite for effective AI-driven personalization.

* Salesforce Help Documentation: Recommends analyzing user behavior data to tailor generative AI outputs in commerce use cases.

NEW QUESTION # 58

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