

Salesforce-AI-Associate Test Questions: Salesforce Certified AI Associate Exam - Salesforce-AI-Associate Training Online & Salesforce-AI-Associate Original Questions



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Salesforce Salesforce-AI-Associate Exam Syllabus Topics:

Topic	Details
Topic 1	• Data for AI: Questions about the importance of data quality and different elements or components of data quality are related to this topic.
Topic 2	• AI Capabilities in CRM: Get familiar with the benefits of AI and capabilities of CRM.
Topic 3	• AI Fundamentals: This topic discusses the major principles and applications of AI within Salesforce. It also focuses on different types of AI and their capabilities.
Topic 4	• Ethical Considerations of AI: It delves into the ethical challenges of AI such as human bias in machine learning, lack of transparency, etc. The topic also explains how to apply the Trusted AI Principles of Salesforce to given scenarios.

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Salesforce Certified AI Associate Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

A service leader wants use AI to help customer resolve their issues quicker in a guided self-serve application. Which Einstein functionality provides the best solution?

- A. Case Classification
- **B. Bots**
- C. Recommendation

Answer: B

Explanation:

Explanation

"Bots provide the best solution for a service leader who wants to use AI to help customers resolve their issues quicker in a guided self-serve application. Bots are a feature that uses natural language processing (NLP) and natural language understanding (NLU) to create conversational interfaces that can interact with customers using text or voice. Bots can help automate and streamline customer service processes by providing answers, suggestions, or actions based on the customer's intent and context."

NEW QUESTION # 72

What is an example of ethical debt?

- A. Delaying an AI product launch to retrain an AI data model
- B. Violating a data privacy law and failing to pay fines
- **C. Launching an AI feature after discovering a harmful bias**

Answer: C

Explanation:

Ethical debt refers to the long-term negative consequences of prioritizing speed or convenience over responsible AI development practices. Ethical debt accumulates when AI systems are deployed despite known ethical concerns, such as bias, privacy violations, or transparency issues.

Option A (Correct): Launching an AI feature after discovering harmful bias is a clear example of ethical debt because it disregards the ethical obligation to ensure fairness and non-discrimination in AI outcomes. Ignoring bias can lead to systemic issues that are difficult and costly to correct later.

Option B (Incorrect): Violating a data privacy law and failing to pay fines is a legal issue rather than an example of ethical debt. While related, ethical debt pertains more to AI decision-making and development choices.

Option C (Incorrect): Delaying an AI product launch to retrain an AI model is a responsible action that helps avoid ethical debt, rather than an example of it. This demonstrates an effort to mitigate bias and improve AI fairness before deployment.

NEW QUESTION # 73

What is a sensitive variable that can lead to bias?

- A. Education level
- B. Country
- **C. Gender**

Answer: C

Explanation:

"Gender is a sensitive variable that can lead to bias. A sensitive variable is a variable that can potentially cause discrimination or unfair treatment based on a person's identity or characteristics. For example, gender is a sensitive variable because it can affect how people are perceived, treated, or represented by AI systems."

NEW QUESTION # 74

What should be done to prevent bias from entering an AI system when training it?

- A. Include Proxy variables.
- **B. Import diverse training data.**
- C. Use alternative assumptions.

Answer: B

Explanation:

"Using diverse training data is what should be done to prevent bias from entering an AI system when training it. Diverse training data means that the data covers a wide range of features and patterns that are relevant for the AI task. Diverse training data can help prevent bias by ensuring that the AI system learns from a balanced and representative sample of the target population or domain. Diverse training data can also help improve the accuracy and generalization of the AI system by capturing more variations and scenarios in the data."

NEW QUESTION # 75

Salesforce defines bias as using a person's Immutable traits to classify them or market to them. Which potentially sensitive attribute is an example of an immutable trait?

- A. Email address
- B. Nickname
- **C. Financial status**

Answer: C

Explanation:

Explanation

"Financial status is an example of an immutable trait. Immutable traits are characteristics that are inherent, fixed, or unchangeable. For example, financial status is an immutable trait because it is determined by factors beyond one's control, such as birth, inheritance, or economic conditions. Nickname and email address are not immutable traits because they can be changed by choice or preference."

NEW QUESTION # 76

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