

# Salesforce-AI-Specialist Certification Training | Pass-Sure

## Salesforce-AI-Specialist: Salesforce Certified AI Specialist Exam



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### Salesforce Certified AI Specialist Exam Sample Questions (Q98-Q103):

#### NEW QUESTION # 98

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

**Answer: B**

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 # 99

Where should the AI Specialist go to add/update actions assigned to a copilot?

- **A. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab**
- B. Copilot Detail page, Global Actions, or the record page for the copilot action
- C. Copilot Actions page or Global Actions

**Answer: A**

Explanation:

To add or update actions assigned to a copilot, an AI Specialist can manage this through several areas:

- \* Copilot Actions Page: This is the central location where copilot actions are managed and configured.
- \* Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.
- \* Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.

These areas provide flexibility in managing and updating the actions assigned to Copilot, ensuring that the AI assistant remains aligned with business requirements and processes.

The other options are incorrect:

- \* Bypasses the Copilot Action Library, which is crucial for managing actions.
- \* Circumvents the Copilot Detail page, which isn't the primary place for action management.

References:

- \* Salesforce Documentation on Managing Copilot Actions
- \* Salesforce AI Specialist Guide on Copilot Action Management

### NEW QUESTION # 100

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

**Answer: C**

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 Summaries offer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.

Einstein Sales Insights focuses more on pipeline and forecasting insights rather than call-based analysis.

Reference:

Salesforce Einstein Conversation Insights Documentation: [https://help.salesforce.com/s/articleView?id=einstein\\_conversation\\_insights.htm](https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm)

### NEW QUESTION # 101

After creating a foundation model in Einstein Studio, which hyperparameter should an AI Specialist use to adjust the balance between consistency and randomness of a response?

- A. Variability
- B. Presence Penalty
- **C. Temperature**

**Answer: C**

Explanation:

The Temperature hyperparameter controls the randomness of model outputs:

- \* Low Temperature (e.g., 0.2): More deterministic, consistent responses.
- \* High Temperature (e.g., 1.0): More creative, varied responses.
- \* Presence Penalty (Option A): Discourages repetition of tokens, unrelated to randomness.
- \* Variability (Option B): Not a standard hyperparameter in Einstein Studio.

References:

- \* Einstein Studio Documentation: Model Hyperparameters
- \* Explicitly states "Temperature adjusts the balance between predictable and random outputs."

### NEW QUESTION # 102

Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding.

What should UC consider when using standard Service AI Grounding?

- **A. Service AI Grounding only supports String and Text Area type fields.**
- B. Service AI Grounding visibility works in system mode.
- C. Service AI Grounding only works with Case and Knowledge objects.

**Answer: A**

Explanation:

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses. Key considerations:

- \* Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.
- \* Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.
- \* Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

- \* Salesforce Help: Service AI Grounding Requirements
- \* Explicitly states support for "Text Area and String fields" only.

### NEW QUESTION # 103

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