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Salesforce Certified AI Specialist Exam Sample Questions (Q59-Q64):

NEW QUESTION # 59

Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments.

Which Einstein Generative AI feature should an AI Specialist recommend for this request?

- A. Einstein Call Summaries
- B. Einstein Conversation Insights
- C. Einstein Video KPI

Answer: A

Explanation:

Einstein Call Summaries is the best option for this scenario because it leverages Salesforce's AI capabilities to automatically

summarize key details of video or voice calls. It includes details like deal terms, customer sentiments, follow-up tasks, and other crucial information. This feature is designed to help sales teams focus on their strategies rather than taking extensive manual notes during conversations.

- * Einstein Call Summaries: Automatically generates summaries for calls, identifying critical points such as next steps and follow-ups, enhancing efficiency and understanding of deal progression.

- * Einstein Conversation Insights: While it provides insights into customer sentiment and engagement, it is more suited for analyzing patterns across conversations rather than summarizing specific call details.

- * Einstein Video KPI: Focuses on analyzing key performance indicators within video calls but does not offer summarization features needed for deal terms or sentiment tracking.

This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

NEW QUESTION # 60

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

- A. Flex Prompt template
- B. Sales Email prompt template
- C. Field Generation prompt template

Answer: C

Explanation:

- * Context of the Question Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

- * Field Generation Prompt Template

- * Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

- * Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

- * Why Not Flex or Sales Email Prompt Templates?

- * Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

- * Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

- * Conclusion For automatically populating the Description field with AI-generated content, the Field Generation prompt template (Option A) is the correct choice.

Salesforce AI Specialist References & Documents

- * Salesforce Documentation: Prompt Template Types Explains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

- * Salesforce AI Specialist Study Guide Highlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

NEW QUESTION # 61

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

- A. Product recommendation prediction
- B. Customer churn prediction
- C. Contract Renewal Date prediction

Answer: B

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the

business to forecast churn probability based on historical data and initiate timely outreach programs.

Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

Option A (product recommendation prediction) is unrelated to contract cancellations.

Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

Reference:

Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION # 62

Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions.

Why should UC consider using Agentforce Sales Agent?

- A. To track customer interactions for future analysis
- **B. To streamline the sales process and increase conversion rates**
- C. To automate the entire sales process for maximum efficiency

Answer: B

Explanation:

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates. It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

NEW QUESTION # 63

The marketing team at Universal Containers is looking for a way to personalize emails based on customer behavior, preferences, and purchase history.

Why should the team use Einstein Copilot as the solution?

- A. To analyze past campaign performance
- **B. To generate relevant content when engaging with each customer**
- C. To send automated emails to all customers

Answer: B

Explanation:

Einstein Copilot is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Einstein Copilot, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.

* Option A is correct as Einstein Copilot helps generate real-time, personalized content based on comprehensive data about the customer.

* Option B refers more to Einstein Analytics or Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Einstein Copilot.

References:

* Salesforce Einstein Copilot Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 64

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