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Salesforce Certified AI Specialist Exam Sample Questions (Q154-Q159):

NEW QUESTION # 154

Which use case is best supported by Salesforce Einstein Copilot's capabilities?

- A. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.
- B. Enable data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities
- C. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.

Answer: C

Explanation:

Salesforce Einstein Copilot is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

Option A is correct because Einstein Copilot brings a conversational interface that caters to a wide range of users.

Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Einstein Copilot.

Reference:

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

NEW QUESTION # 155

An AI Specialist wants to include data from the response of external service invocation (REST API callout) into the prompt template. How should the AI Specialist meet this requirement?

- A. Convert the JSON to an XML merge field.
- B. Use "Add Prompt Instructions" flow element.
- C. Use External Service Record merge fields.

Answer: C

Explanation:

An AI Specialist wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.

Solution:

* Use External Service Record Merge Fields

* External Service Integration:

* Definition: External Services in Salesforce allow the integration of external REST APIs into Salesforce without custom code.

* Registration: The external service must be registered in Salesforce, defining the API's schema and methods.

* External Service Record Merge Fields:

* Purpose: Enables the inclusion of data from external service responses directly into prompt templates using merge fields.

* Functionality:

* Dynamic Data Inclusion: Allows prompt templates to access and use data returned from REST API callouts.

* Merge Fields Syntax: Use merge fields in the prompt template to reference specific data points from the API response.

Implementation Steps:

* Register the External Service:

* Use External Service to register the REST API in Salesforce.

* Define the API's schema, including methods and data structures.

* Create a Named Credential:

* Configure authentication and endpoint details for the external API.

* Use External Service in Flow:

* Build a Flow that invokes the external service and captures the response.

* Ensure the flow outputs the necessary data for use in the prompt template.

* Configure the Prompt Template:

* Use External Service Record merge fields in the prompt template to reference data from the flow's output.

* Syntax Example: `{{flowOutputVariable.fieldName}}`

Why Other Options are Less Suitable:

* Option A (Convert the JSON to an XML merge field):

* Irrelevance: Converting JSON to XML merge fields is unnecessary and complicates the process.

* Unsupported Method: Salesforce prompt templates do not support direct inclusion of XML merge fields from JSON conversion.

* Option C (Use "Add Prompt Instructions" flow element):

* Purpose of Add Prompt Instructions:

* Allows adding instructions to the prompt within a flow but does not facilitate including external data.

* Limitation: Does not directly help in incorporating external service responses into the prompt template.

References:

* Salesforce AI Specialist Documentation - Integrating External Services with Prompt Templates:

* Explains how to use External Services and merge fields in prompt templates.

* Salesforce Help - Using Merge Fields with External Data:

* Provides guidance on referencing external data in templates using merge fields.

* Salesforce Trailhead - External Services and Flow:

* Offers a practical understanding of integrating external APIs using External Services and Flow.

Conclusion:

By using External Service Record merge fields, the AI Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION # 156

What is the main purpose of Prompt Builder?

- A. A tool for developers to use in Visual Studio Code that creates prompts for Apex programming, assisting developers in writing code more efficiently.
- **B. A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work**
- C. A tool within Salesforce offering real-time AI-powered suggestions and guidance to users, Improving productivity and decision-making.

Answer: B

Explanation:

Prompt Builder is designed to help organizations create and configure reusable prompts for large language models (LLMs). By integrating generative AI responses into workflows, Prompt Builder enables customization of AI prompts that interact with Salesforce data and automate complex processes. This tool is especially useful for creating tailored and consistent AI-generated content in various business contexts, including customer service and sales.

* It is not a tool for Apex programming (as in option A).

* It is also not limited to real-time suggestions as mentioned in option C. Instead, it provides a flexible way for companies to manage and customize how AI-driven responses are generated and used in their workflows.

References:

* Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION # 157

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

Answer: C

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.

References:

* 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 # 158

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The AI Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production.

Which other configuration steps should the AI Specialist take in the sandbox that can be deployed to the production org?

- **A. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields; and add the Wrap up component to the Messaging session record page layout.**
- B. create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields; add the

Wrap Up component to the Messaging Session record page layout; and create Permission Set Assignments for the intended Agents.

- C. From the Epstein setup menu, select Turn on Einstein: create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields; and add the wrap up component to the Messaging session record page layout.

Answer: A

Explanation:

* Context of the Question

* Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.

* Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.

* The AI Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.

* What Can Actually Be Deployed from Sandbox to Production?

* Custom Fields: Metadata that is easily created in sandbox and then deployed.

* Quick Actions: Also metadata-based and can be deployed from sandbox to production.

* Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.

* Why Option C is Correct

* No Need to Turn on Einstein in Sandbox for Deployment: Einstein Generative AI is already enabled in Production; turning it on in the sandbox is typically a manual step if you want to test, but that step itself is not "deployable" in the sense of metadata.

* Permission Set Assignments (as in Option A) are not deployable metadata. You can deploy the Permission Set itself but not the specific user assignments. Since the question specifically asks

"Which other configuration steps should be taken in the sandbox that can be deployed to the production org?", user assignment is not one of them.

* Why Not Option A or B?

* Option A: Mentions creating permission set assignments for agents. This cannot be directly deployed from sandbox to Production, as permission set assignments are user-specific and considered "data," not metadata.

* Option B: Mentions "Turn on Einstein." But Einstein Generative AI is already enabled in Production. Additionally, "Turning on Einstein" is typically an org-level setting, not a deployable metadata item.

* Conclusion The main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are:

* Custom Fields (Issue, Resolution, Summary).

* A Quick Action that updates those fields.

* Page Layout Change to include the Wrap Up component.

Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.

Salesforce AI Specialist References & Documents

* Salesforce Trailhead: Work Summaries with Einstein GPT Provides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.

* Salesforce Documentation: Deploying Metadata Between Orgs Explains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).

* Salesforce AI Specialist Study Guide Outlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

NEW QUESTION # 159

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