Salesforce

Exam Questions Salesforce-AI-Specialist

Salesforce Certified AI Specialist Exam

NEW QUESTION 1
Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email.
After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

A. Make Less Formal
B. Enhance Friendliness
C. Optimize for Clarity

Answer: A

Explanation:
 WhenUniversal Containersuses theDraft with Einsteinfeature inSales Cloudto create a personalized email, the predefined adjustment toMake Less Formalis the correct option to revise the draft with a more casual tone. This option adjusts the wording of the draft to sound less formal, making the communication more approachable while still maintaining professionalism.
? Enhance Friendlinesswould make the tone more positive, but not necessarily more
casual.
? Optimize for Clarityfocuses on making the draft clearer but doesn't adjust the tone. For more details, seeSalesforce documentation on Einstein-generated email drafts and tone adjustments.

NEW QUESTION 2
An AI Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities.
How should the AI Specialist gather the necessary data for the prompt template?

A. Create a flow to retrieve the opportunity information.
B. Select the Account Opportunity object as a resource when creating the prompt template.
C. Select the latest Opportunities related list as a merge field.

Answer: A

Explanation:
 To gather the necessary data for populating theLatest Opportunities Summarycustom field on theAccountobject with information from the three most recently opened opportunities, the AI Specialist shouldcreate a flow. Aflowcan be configured to query and retrieve the required opportunity records based on criteria such as their open date. Once the flow has gathered the necessary data, it can be used in aprompt template or other automation processes to populate the custom field on the Account record.
? Option Ais correct because creating a flow allows for dynamic data retrieval and
control over the logic for selecting the most recent opportunities.
? Option BandOption Cdo not provide sufficient control or data retrieval capabilities needed for this scenario.
References:
? Salesforce Flow Documentation:https://help.salesforce.com/s/articleView?id=sf.flow.htm

NEW QUESTION 3
Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC wishes to create a digest of account action plans using the generative API feature.
Which API service should UC use to meet this requirement?

A. REST API
B. Metadata API
C. SOAP API

Answer: A

Explanation:
 To create a digest of account action plans using the generative API feature, Universal Containersshould use theREST API. TheREST APIis ideal for integrating Salesforce with external systems and enabling interaction with Salesforce data, including generative capabilities like creating summaries or digests. It supports modern web standards and is suitable for flexible, lightweight interactions between Salesforce and legacy systems.
? Metadata APIis used for retrieving and deploying metadata, not for data operations
like generating summaries.
? SOAP APIis an older API used for integration but is less flexible compared to REST for this specific use case.
For more details, refer toSalesforce REST API documentationregarding using REST for data integration and generating content.

NEW QUESTION 4
Universal Containers wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) inaprompt template.
What should the AI Specialist recommend?

A. Create a Flex template to add resources with standard and custom objects as inputs.
B. Create a prompt template passing in a special custom object that connects the records temporarily,
C. Create a prompt template-triggered flow to access the data from standard and custom objects.

Answer: A

Explanation:
 Universal Containers needs to generate a sales proposal using data from multiple unrelated standard and custom objects within a prompt template. The most effective way to achieve this is by using aFlex template.
Flex templates in Salesforce allow AI specialists to create prompt templates that can accept inputs from multiple sources, including various standard and custom objects. This flexibility enables the direct use of data from unrelated objects without the need to create intermediary custom objects or complex flows.
References:
? Salesforce AI Specialist Documentation - Flex Templates:Explains how Flex templates can be utilized to incorporate data from multiple sources, providing a

flexible solution for complex data requirements in prompt templates.

NEW QUESTION 5
Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls.
How should UC meet this requirement?

A. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.
B. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
C. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.

Answer: C

Explanation:
 To provide the sales team with insights into product and competitor names mentioned during calls, Universal Containers should:
? Enable Einstein Conversation Insights:Activates the feature that analyzes call
recordings for valuable insights.
? Enable Sales Recording:Allows calls to be recorded within Salesforce without needing an external recording provider.
? Assign Permission Sets:Grants the necessary permissions to sales team members to access and utilize conversation insights.
? Customize Insights:Configure the system to track mentions of up to50 productsand50 competitors, providing tailored insights relevant to the organization's needs.
OptionCaccurately reflects these steps. OptionAmentions defining recording managers but omits enabling sales recording within Salesforce. OptionBsuggests connecting a recording provider and limits customization to 25 products, which does not fully meet UC's requirements.
References:
? Salesforce AI Specialist Documentation - Setting Up Einstein Conversation Insights:Provides instructions on enabling conversation insights and sales recording.
? Salesforce Help - Customizing Conversation Insights:Details how to customize insights with up to 50 products and competitors.
? Salesforce AI Specialist Exam Guide:Outlines best practices for implementing AI features like Einstein Conversation Insights in a sales context.
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NEW QUESTION 6
Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number.
Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details.
Which solution should an AI Specialist implement to meet this requirement?

A. Create a screen flow to collect sales order number and invoke the prompt template using the standard "Prompt Template" flow action.
B. Create a template-triggered prompt flow and invoke the prompt template using the standard ??Prompt Template?? flow action.
C. Create an autolaunched flow and invoke the prompt template using the standard ??Prompt Template" flow action.

Answer: A

Explanation:
 To implement a solution where users enter a sales order number and the system generates a summary, the AI Specialist should create ascreen flowto collect the sales order number and invoke the prompt template. The standard"Prompt Template" flow actioncan then be used to trigger the custom prompt, providing a summary of the sales order header and details.
? Option B, creating a template-triggered prompt flow, is not necessary for this
scenario because the requirement is to directly collect input through a screen flow.
? Option C, using an autolaunched flow, would be inappropriate here because the solution requires user interaction (entering a sales order number), which is best suited to a screen flow.
Salesforce AI Specialist References:For further guidance on creating prompt templates with
flows:https://help.salesforce.com/s/articleView?id=sf.prompt_template_flow_integration.htm

NEW QUESTION 7
Universal Containers wants touse an external large languagemodel (LLM) in Prompt Builder.
What should an AI Specialist recommend?

A. Use Apex to connect to an external LLM and ground the prompt.
B. Use BYO-LLM functionality in Einstein Studio,
C. Use Flow and External Services to bring data from an external LLM.

Answer: B

Explanation:
 Bring Your Own Large Language Model (BYO-LLM)functionality in Einstein Studioallows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem.Universal Containerscan leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce.
? Option Bis the correct choice asEinstein Studioprovides a built-in feature to work
with external models.
? Option Asuggests using Apex, butBYO-LLMfunctionality offers a more streamlined solution.
? Option Cfocuses onFlow and External Services, which is more about data integration and isn't ideal for working with LLMs.
References:
? Salesforce Einstein Studio BYO-LLM Documentation:https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.

NEW QUESTION 8
Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates.
Which type of flow should UC use?

A. Data Cloud-triggered flow
B. Template-triggered prompt flow
C. Unified-object linking flow

Answer: A

Explanation:
In this scenario,Universal Containerswants to bring data fromunified Data Cloud objectsinto prompt templates, and the best way to do that is through aData Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects.
Data Cloud-triggered flows can listen for changes in the unified data model and
automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts.
For more detailed guidance, refer to Salesforce documentation onData Cloud-triggered flowsandData Cloud integrationswith generative AI solutions.

NEW QUESTION 9
Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the followingcapabilities to be part of Einstein's generative AI service.
No data is used for LLM training or product improvements by third- party LLMs. No data is retained outside of UC's Salesforce org.
The data sent cannot be accessed by the LLM provider.
Which property of the Einstein Trust Layer should the AI Specialist highlight to UC that addresses these requirements?

A. Prompt Defense
B. Zero-Data Retention Policy
C. Data Masking

Answer: B

Explanation:
Universal Containers (UC)has concerns about data privacy when using
Salesforce's generative AIfeatures, particularly around preventing third-party LLMs from accessing or retaining their data. TheZero-Data Retention Policyin
theEinstein Trust Layeris designed to address these concerns by ensuring that:
? No data is used for trainingor product improvements by third-party LLMs.
? No data is retainedoutside of the customer's Salesforce organization.
? The LLM provider cannot access any customer data.
This policy aligns perfectly with UC??s requirements for keeping their data safe while leveraging generative AI capabilities.
? Prompt DefenseandData Maskingare also security features, but they do not
directly address the concerns related to third-party data access and retention.
References:
? Salesforce Einstein Trust Layer Documentation:https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION 10
An AI Specialist at Universal Containers is working on a prompt template to generate personalized emails for product demonstrationrequests from customers. It is important for the AI-generated email to adhere strictly to the guidelines, using only associated opportunityinformation, and to encourage the recipient to take the desired action.
How should the AI Specialist include these instructions on a new line in the prompt template?

A. Surround them with triple quotes (""").
B. Make sure merged fields are defined.
C. Use curly brackets {} to encapsulate instructions.

Answer: A

Explanation:
In Salesforce prompt templates, instructions that guide how the Large Language Model (LLM) should generate content (in this case, personalized emails) can be included by surrounding the instruction text withtriple quotes ("""). This formatting ensures that the LLM adheres to the specific instructions while generating the email content.
The use oftriple quotesallows the AI to understand that the enclosed text is a directive for how to approach the task, such as limiting the content to associated opportunity information or encouraging a specific action from the recipient.
Refer toSalesforce Prompt Builder documentationfor detailed instructions on how to structure prompts for generative AI.

NEW QUESTION 10
What is the role of the large language model (LLM) in executing an Einstein Copilot Action?

A. Find similar requests and provideactions that need to be executed
B. Identify the best matching actions and correct order of execution
C. Determine a user's access and sort actions by priority to be executed

Answer: B

Explanation:
In Einstein Copilot, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user??s request and determine the correct sequence of actions that should be performed.
By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a
seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.
The other options are incorrect because:
A mentions finding similar requests, which is not the primary role of the LLM in this context. C focuses on access and sorting by priority, which is handled more by
security models and governance than by the LLM.
References:
Salesforce Einstein Documentation on Einstein Copilot Actions Salesforce AI Documentation on Large Language Models

NEW QUESTION 12
What is the correct process to leverage Prompt Builder in a Salesforce org?

A. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associatethe prompt, select a record tovalidate against, and associate the prompt to an action.

B. Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.

C. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.

Answer: B

Explanation:
When using Prompt Builder in a Salesforce org, the correct process involves several important steps:

? Select the appropriate prompt template type based on the use case.

? Develop the prompt within the prompt workspace, where the template is created and customized.

? Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.

? Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.

? Test and validate the generated responses to ensure accuracy and effectiveness.

? Option B is correct as it follows the proper steps for using Prompt Builder.

? Option A and Option C do not capture the full process correctly.

References:

? Salesforce Prompt Builder Documentation:https://help.salesforce.com/s/articleView?id=sf.prompt_builder_ove rview.htm

NEW QUESTION 14
An AI Specialist is considering using a Field Generation prompt template type.

What should the AI Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

A. That the field chosen must be a rich text field with 255 characters or more.

B. That the org is set to API version 59 or higher

C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

Answer: B

Explanation:
Before creating a Field Generation prompt template, the AI Specialist must ensure that the Salesforce org is set to API version 59 or higher. This version of the API introduces support for advanced generative AI features, such as enabling fields for generative AI outputs. This is a critical technical requirement for the Field Generation prompt template to function correctly.

? Option A (rich text field requirement) is not necessary for generative AI functionality.

? Option C (Dynamic Forms) does not impact the ability of a field to be generative AI- enabled, although it might enhance the user interface.

For more information, refer to Salesforce documentation on API versioning and Field Generation templates.

NEW QUESTION 18
Universal Containers' service team wants to customize the standard case summary response from Einstein Copilot.

What should the AI Specialist do to achieve this?

A. Customize the standard Record Summary template for the Case object,

B. Summarize the Case with a standard copilot action.

C. Create a custom Record Summary prompt template for the Case object.

Answer: C

Explanation:
To customize the case summary response from Einstein Copilot, the AI Specialist should create a custom Record Summary prompt template for the Case object
. This allows Universal Containers to tailor the way case data is summarized, ensuring the output aligns with specific business requirements or user preferences.

? Option A (customizing the standard Record Summary template) does not provide
the flexibility required for deep customization.

? Option B (standard Copilot action) won??t allow customization; it will only use default settings.

Refer to Salesforce Prompt Builder documentation for guidance on creating custom templates for record summaries.

NEW QUESTION 19
Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback
data to be accessible for reporting purposes. What is a consideration for this requirement?

A. Storing this data requires Data Cloud to be provisioned.

B. Storing this data requires a custom object for data to be configured.

C. Storing this data requires Salesforce big objects.

Answer: A

Explanation:
When implementing Einstein Generative AI for improved customer insights and interactions, the Data Cloud is a key consideration for storing and managing large-scale audit and feedback data. The Salesforce Data Cloud (formerly known as Customer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioning Data Cloud, organizations like Universal Containers (UC) can gain real-time access to customer data, making it a central repository for unified reporting across various systems.

? Audit and feedback data generated by Einstein Generative AI needs to be stored in
a scalable and accessible environment, and the Data Cloud provides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.

? Custom objects or Salesforce Big Objects are not designed for the scale or the
specific type of real-time, unified data processing required in such AI-driven interactions.Big Objects are more suited for archival data, whereas Data Cloud ensures more robust processing, segmentation, and analysis capabilities.

References:

? Salesforce Data Cloud Documentation:https://www.salesforce.com/products/data- cloud/overview/

? Salesforce Einstein AI Overview:https://www.salesforce.com/products/einstein/overview/

NEW QUESTION 22

The AI Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields
were deemed sensitive and have been masked within Einstein's Trust Layer. Which steps should the AI Specialist take upon modifying the masked fields?

A. Turn off the Einstein Trust Layer and turn it on again.
B. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response
C. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.

Answer: B

Explanation:

After modifying masked fields inEinstein's Trust Layer, the next important step is totest and confirmthat the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.
? Option Bis correct because testing the effects of masking on AI responses is a
critical step in ensuring AI continues to function as expected.
? Option A(turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.
? Option C(turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.
References:
? Salesforce Einstein Trust Layer Overview:https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION 27

An AI Specialist implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads basedon their interactions and data stored in Salesforce. The AI Specialist needsto configure the system to use the most accurate and up-to-date information for email generation.
Which grounding technique should the AI Specialist use?

A. Ground with Apex Merge Fields
B. Ground with Record Merge Fields
C. Automatic grounding using Draft with Einstein feature

Answer: B

Explanation:

ForEinstein Sales Emailsto generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case isGround with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.
? Record Merge Fieldsensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.
? Apex Merge Fieldsare typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.
? Automatic grounding using Draft with Einsteinis a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data likeRecord Merge Fields.
References:
? Salesforce Einstein Sales Emails Documentation:https://help.salesforce.com/s/articleView?id=release- notes.rn_einstein_sales_emails.htm

NEW QUESTION 28

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements.
Which steps should an AI Specialist take to use the content of the standard prompt email template in question andcustomize it to fully meet thebusiness requirements?

A. Save as New Template and edit as needed.
B. Clone the existing template and modify as needed.
C. Save as New Version and edit as needed.

Answer: B

Explanation:

When an active standard email prompt template doesn??t meet the business requirements, the best approach is toclone the existing templateand modify it as needed. Cloning allows the AI Specialist to preserve the original template while making adjustments to fit specific business needs. This ensures that any customizations are applied without altering the original standard template.
Saving as a new versionis typically used for versioning changes in the same template, whileSave as New Templatecreates a brand-new template without linking to the existing one.Cloningprovides a balance, allowing modifications while retaining the original structure for future reference.
For more details, refer toSalesforce Prompt Builder documentationfor guidance on cloning and modifying templates.

NEW QUESTION 33

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page.
Which AI capability should the team use?

A. Einstein Copilot
B. Prompt Builder
C. Model Builder

Answer: B

Explanation:

The sales team at a hotel resort wants to generate a guest summary about guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They require the summary to be availableonly on the contact record page.

Solution:
? UsePrompt Builderto create a prompt template that generates the desired summary and displays it on the contact record page.
? Prompt Builder:
? Implementation Steps:
? Why Not Einstein Copilot or Model Builder:
References:
? Salesforce AI Specialist Documentation -Prompt Builder Overview:
? Salesforce Help -Creating Field Generation Prompt Templates:
? Salesforce Trailhead -Customize AI Content with Prompt Builder:
Conclusion:
By utilizing Prompt Builder, the sales team can create a customized prompt template that generates personalized guest summaries and recommendations based on activity preferences. This solution meets the requirement of displaying the summary only on the contact record page, enhancing the team's ability to engage with guests effectively.

NEW QUESTION 35
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 beapplicable for Einstein AI todraft accurate email responses.
Which solution should UC use to ensure Einstein AI can draft responsesfrom a defined data source?

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

Answer: A

Explanation:
 Service AI Groundingis the solution thatUniversal Containersshould use to ensureEinstein AIdrafts 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 asKnowledge articlesorcases.
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 SummariesandService Repliesare useful features but do not address the need for grounding AI outputs in specific, current data sources likeService AI Groundingdoes.
For more details, you can refer to Salesforce??sService AI Grounding documentationfor
managing AI-generated content based on accurate data sources.

NEW QUESTION 39
An AI Specialist wants to include data from the response ofexternal 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 External Service Record merge fields.
C. Use ??Add Prompt Instructions?? flow element.

Answer: B

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:
? External Service Record Merge Fields:
Implementation Steps:
? Register the External Service:
? Create a Named Credential:
? Use External Service in Flow:
? Configure the Prompt Template:
Why Other Options are Less Suitable:
? Option A (Convert the JSON to an XML merge field):
? Option C (Use ??Add Prompt Instructions?? flow element):
References:
? Salesforce AI Specialist Documentation -Integrating External Services with Prompt Templates:
? Salesforce Help -Using Merge Fields with External Data:
? Salesforce Trailhead -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 41
Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

A. Secure Data Retrieval and Grounding
B. Data Masking
C. Prompt Defense

Answer: C

Explanation:
 Prompt Defenseis a feature in theEinstein Trust Layerthat helps minimize the risks ofjailbreakingandprompt injection attacks. These attacks occur when malicious users try to manipulate the AI model by providing unintended inputs.Prompt Defense ensures that the prompts are processed securely, protecting the system from

such vulnerabilities.
? Option A(Secure Data Retrieval and Grounding) relates to ensuring that data used
by AI is securely retrieved but does not address prompt security.
? Option B(Data Masking) focuses on protecting sensitive information but does not prevent injection attacks.
For more information, refer toSalesforce's Einstein Trust Layer documentationon Prompt Defenseand security features.

NEW QUESTION 43
Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom object, Competitor Analysis.
All sales users have the same profile but one user cannot see the generative AII-enabled field icon next to the summary field.
What is the most likely cause of the issue?

A. The user does not have the Prompt Template User permission set assigned.
B. The prompt template associated with summary field is not activated for that user.
C. The user does not have the field Generative AI User permission set assigned.

Answer: C

Explanation:
 In Salesforce, Generative AI capabilities are controlled by specific permission sets. To use features such as generating summaries with AI, users need to have the correct permission sets that allow access to these functionalities.
? Generative AI User Permission Set: This is a key permission set required to enable the generative AI capabilities for a user. In this case, the missingGenerative AI Userpermission setprevents the user from seeing the generative AI-enabled field icon. Without this permission, the generative AI feature in the Competitor Analysis custom object won't be accessible.
? Why not A?ThePrompt Template Userpermission set relates specifically to users
who need access to prompt templates for interacting with Einstein GPT, but it's not directly related to the visibility of AI-enabled field icons.
? Why not B?While a prompt template might need to be activated, this is not the
primary issue here. The question states that other users with the same profile can see the icon, so the problem is more likely to be permissions-based for this particular user.
For more detailed information, you can review Salesforce documentation onpermission setsrelated to AI capabilities atSalesforce AI DocumentationandEinstein GPT permissioning guidelines.

NEW QUESTION 45
Universal Containers implemented Einstein Copilot for its users.
One user complains that Einstein Copilot is not deleting activities from the past 7 days. What is the reason for this issue?

A. Einstein Copilot Delete Record Action permission is not associated to the user.
B. Einstein Copilot does not have the permission to delete the user's records.
C. Einstein Copilot does not support the Delete Record action.

Answer: C

Explanation:
 Einstein Copilot currently supports various actions like creating and updating records but does not support theDelete Recordaction. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Einstein Copilot.
? Unsupported Action:The inability to delete records is due to the current limitations of Einstein Copilot's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.
? User Permissions:Even if the user has the necessary permissions to delete
records within Salesforce, Einstein Copilot itself does not have the capability to execute delete operations.
References:
? Salesforce AI Specialist Documentation -Einstein Copilot Supported Actions:
? Salesforce Help -Limitations of Einstein Copilot:

NEW QUESTION 47
Universal Containers plans to implement prompt templates that utilize the standard foundation models.
What should the AI Specialist consider when building prompt templates in Prompt Builder?

A. Include multiple-choice questions within the prompt to test the LLM's understanding ofthe context.
B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.
C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Answer: C

Explanation:
 When buildingprompt templates in Prompt Builder, it is essential to consider how the Large Language Model (LLM) processes and generates outputs. Training the LLM with variouswriting styles, such as differentword choices, intensifiers, emojis, and punctuation, helps the model better understand diverse writing patterns and produce more contextually appropriate responses.
This approach enhances the flexibility and accuracy of the LLM when generating outputs for different use cases, as it is trained to recognize various writing conventions and styles. The prompt template should focus on providing rich context, and this stylistic variety helps improve the model??s adaptability.
Options A and B are less relevant because adding multiple-choice questions or role-playing scenarios doesn??t contribute significantly to improving the AI??s output generation quality within standard business contexts.
For more details, refer to Salesforce??sPrompt Builder documentationand LLM tuning strategies.

NEW QUESTION 51
How does the Einstein Trust Layer ensure that sensitive data isprotected while generating useful and meaningful responses?

A. Masked data will be de-masked during response journey.
B. Masked data will be de-masked during request journey.
C. Responses that do not meet the relevance threshold will be automatically rejected.

Answer: A

Explanation:
The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.
How It Works:
? Data Masking in the Request Journey:
? Processing by the LLM:
? De-masking in the Response Journey:
Why Option A is Correct:
? De-masking During Response Journey:The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.
? Balancing Security and Utility:This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.
Why Options B and C are Incorrect:
? Option B (Masked data will be de-masked during request journey):
? Option C (Responses that do not meet the relevance threshold will be automatically rejected):
References:
? Salesforce AI Specialist Documentation -Einstein Trust Layer Overview:
? Salesforce Help -Data Masking and De-masking Process:
? Salesforce AI Specialist Exam Guide -Security and Compliance in AI:
Conclusion:
The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

NEW QUESTION 54
An AI Specialist has created a copilot custom action using flow as the reference action type. However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting.
What should the AI Specialist do to identify the root cause of the problem?

A. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.
B. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.
C. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.

Answer: A

Explanation:
 When troubleshooting acopilot custom actionusing flow as the reference action type, enablingdynamic debuggingwithinCopilot Builder's Dynamic Panelis the most effective way to identify the root cause. By turning on dynamic debugging, the AI Specialist can see detailed logs showing both theinputs and outputsof the flow, which helps identify where the action might be failing or not delivering the expected results.
? Option B, confirming selected actions and observing the Input and Output
sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.
? Option C, verifying the user utterance and reviewing session event logs, could
provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.
Salesforce AI Specialist References:To explore more about dynamic debugging in Copilot Builder,
see:https://help.salesforce.com/s/articleView?id=sf.copilot_custom_action_debugging.htm

NEW QUESTION 58
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 Actions page or Global Actions
C. Copilot Detail page, Global Actions, or the record page for the copilot action

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:
? Bmisses the Copilot Action Library, which is crucial for managing actions.
? Cincludes the Copilot Detail page, which isn't the primary place for action management.
References:
? Salesforce Documentation onManaging Copilot Actions
? Salesforce AI Specialist Guide onCopilot Action Management

NEW QUESTION 59
A data scientist needs to view and manage models in Einstein Studio. The data scientist also needs to create prompt templates in Prompt Builder.
Which permission sets should an AI Specialist assign to the data scientist?

A. Data Cloud Admin and Prompt Template Manager
B. Prompt Template Manager and Prompt Template User
C. Prompt Template User and Data Cloud Admin

Answer: A

Explanation:
 To allow a data scientist to view and manage models inEinstein Studioand create prompt templates inPrompt Builder, the AI Specialist should assign theData Cloud AdminandPrompt Template Managerpermission sets.
? Data Cloud Adminprovides access to manage and oversee models withinEinstein
Studio.
? Prompt Template Managergives the user the ability to create and manage prompt templates withinPrompt Builder.
? Option Ais correct because it assigns the necessary permissions for both
managing models and creating prompt templates.
? Option BandOption Care incorrect as they do not provide the correct combination of permissions for managing models and building prompts.
References:
? Salesforce Permissions Documentation:https://help.salesforce.com/s/articleView?id=sf.perm_sets_overvie w.htm

NEW QUESTION 62
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