

Free Questions for [Salesforce-AI-Specialist](#)

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Question 1

Question Type: MultipleChoice

An AI Specialist turned on Einstein Generative AI in Setup. Now, the AI Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.

What is causing the problem?

Options:

- A- The Prompt Template User permission set was not assigned correctly.
- B- The Prompt Template Manager permission set was not assigned correctly.
- C- The large language model (LLM) was not configured correctly in Data Cloud.

Answer:

B

Explanation:

In order to access and create custom prompt templates in Prompt Builder, the AI Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

Question 2

Question Type: MultipleChoice

When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

Options:

A- Einstein Reply Recommendations

B- Einstein Service Replies

C- Einstein Grounding

Answer:

B

Explanation:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.

Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.

Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

Question 3

Question Type: MultipleChoice

Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing auto launched flow to query the information from Oracle ERP, which is the system of record for the order fulfillment process.

How should an AI Specialist apply the power of conversational AI to this use case?

Options:

- A-** Create a Flex prompt template in Prompt Builder.
- B-** Create a custom copilot action which calls a flow.
- C-** Configure the Integration Flow Standard Action in Einstein Copilot.

Answer:

B

Explanation:

To enable Universal Containers service agents to query the current fulfillment status of an order using natural language and leverage an existing auto-launched flow that queries Oracle ERP, the best solution is to create a custom copilot action that calls the flow. This action will allow Einstein Copilot to interact with the flow and retrieve the required order fulfillment information seamlessly. Custom copilot actions can be tailored to call various backend systems or flows in response to user requests.

Option B is correct because it enables integration between Einstein Copilot and the flow that connects to Oracle ERP.

Option A (Flex prompt template) is more suited for static responses and not for invoking flows.

Option C (Integration Flow Standard Action) is not directly related to creating a specific copilot action for this use case.

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

Question 4

Question Type: MultipleChoice

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI

features.

Which Einstein Generative AI feature should an AI Specialist recommend to help the rep get the details they might have missed during a conversation?

Options:

- A- Call Summary
- B- Call Explorer
- C- Sales Summary

Answer:

A

Explanation:

For a sales rep who may miss key details during long sales calls, the AI Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.

Call Explorer is designed for manually searching through call data but doesn't summarize.

Sales Summary is focused more on summarizing overall sales activity, not call-specific content.

For more details, refer to Salesforce's Call Summary documentation on how AI-generated summaries can improve sales rep productivity.

Question 5

Question Type: MultipleChoice

Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, products, and other custom phrases.

Which feature should the AI Specialist set up to enable UC's sales team?

Options:

- A- Call Summaries
- B- Call Explorer
- C- Call Insights

Answer:

C

Explanation:

To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the AI Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation. This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.

Call Summaries provide a general overview of the call but do not specifically highlight keywords or topics.

Call Explorer is a tool for navigating through call data but does not focus on automatic insights.

For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

Question 6

Question Type: MultipleChoice

What is the primary function of the planner service in the Einstein Copilot system?

Options:

- A- Generating record queries based on conversation history
- B- Offering real-time language translation during conversations
- C- Identifying copilot actions to respond to user utterances

Answer:

C

Explanation:

The primary function of the planner service in the Einstein Copilot system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Einstein Copilot should perform based on user input.

Question 7

Question Type: MultipleChoice

When configuring a prompt template, an AI Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response.

Which information does the Resolution text provide?

Options:

A- It shows the full text that is sent to the Trust Layer.

B- It shows the response from the LLM based on the sample record.

C- It shows which sensitive data is masked before it is sent to the LLM.

Answer:

B

Explanation:

When previewing a prompt template in Salesforce, the Resolution text provides the response from the LLM (Large Language Model) based on the data from a sample record. This output shows what the AI model generated in response to the prompt, giving the AI Specialist a chance to review and adjust the response before finalizing the template.

Option B is correct because Resolution displays the actual response generated by the LLM.

Option A refers to sending the text to the Trust Layer, but that's not what Resolution represents.

Option C relates to data masking, which is shown elsewhere, not under Resolution.

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

Question 8

Question Type: MultipleChoice

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

Options:

- A-** Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.
- B-** Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
- C-** Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.

Answer:

C

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the AI Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level

of confidence.

Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

Question 9

Question Type: MultipleChoice

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

What should the AI Specialist do to achieve this?

Options:

- 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.

Question 10

Question Type: MultipleChoice

What is best practice when refining Einstein Copilot custom action instructions?

Options:

- A-** Provide examples of user messages that are expected to trigger the action.
- B-** Use consistent introductory phrases and verbs across multiple action instructions.
- C-** Specify the persona who will request the action.

Answer:

A

Explanation:

When refining Einstein Copilot custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.

Option B (consistent phrases) can improve clarity but does not directly refine the triggering logic.

Option C (specifying a persona) is not as crucial as giving examples that illustrate how users will interact with the custom action.

For more details, refer to Salesforce's Einstein Copilot documentation on building and refining custom actions.

Question 11

Question Type: MultipleChoice

Universal Containers (UC) recently rolled out Einstein Generative capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information.

What is a possible explanation for the poor prompt performance?

Options:

- A-** The data being used for grounding is incorrect or incomplete.
- B-** The prompt template version is incompatible with the chosen LLM.
- C-** The Einstein Trust Layer is incorrectly configured.

Answer:

A

Explanation:

Poor prompt performance when generating case summaries is often due to the data used for grounding being incorrect or incomplete. Grounding involves feeding accurate, relevant data to the AI so it can generate appropriate outputs. If the data source is incomplete or contains errors, the generated summaries will reflect that by being inaccurate or insufficient.

Option B (prompt template incompatibility with the LLM) is unlikely because such incompatibility usually results in more technical failures, not poor content quality.

Option C (Einstein Trust Layer misconfiguration) is focused on data security and auditing, not the quality of prompt responses.

For more information, refer to Salesforce documentation on grounding AI models and data quality best practices.

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