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NEW QUESTION: 1

Universal Containers wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt 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 (LEAVE A REPLY)

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 a Flex 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: 2

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?

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

Answer: C (LEAVE A REPLY)

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.

NEW QUESTION: 3

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy.

Which prompt template type should the AI Specialist recommend?

- A. Sales Email
- B. Field Generation
- C. Record Summary

Answer: B (LEAVE A REPLY)

NEW QUESTION: 4

What should an AI Specialist consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

- A. The Activities related list on the Account object is not supported because it is a polymorphic field.
- B. If person accounts have been enabled, merge fields will not be available for the Account object.
- C. Prompt generation will yield no response when there is no related list associated with an Account in runtime.

Answer: (SHOW ANSWER)

When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being

apomorphic field. Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.

* Option Bis incorrect because person accounts do not limit the availability of merge fields for the Account object.

* Option Cis irrelevant since even if no related lists are available at runtime, the prompt can still generate based on other available data fields.

For more information, refer toSalesforce documentationon supported fields and limitations inPrompt Builder.

NEW QUESTION: 5

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 (LEAVE A REPLY)

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.

Reference:

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

NEW QUESTION: 6

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team.

What should the AI Specialist be aware of before enabling this feature?

A. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.

B. Custom Call Explorer actions need to be built before it can be configured.

C. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.

Answer: C (LEAVE A REPLY)

Before enabling Call Explorer, the Salesforce AI Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

* Permission Set Requirement:

* Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.

* The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.

* Why Other Options Are Incorrect:

* A. Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.

* B. Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

References:

* Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

* Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

* Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION: 7

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: [\(SHOW ANSWER\)](#)

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 BandOption Care more focused on developing and training AI models, which are not the primary functions ofEinstein Copilot.

References:

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

NEW QUESTION: 8

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A.** The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- B.** The number of tokens that can be processed by the LLM varies with total user demand.
- C.** The number of tokens generated by the dynamic nature of the prompt template will vary by record.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A.** The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- B.** The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- C.** The number of tokens that can be processed by the LLM varies with total user demand.

Answer: **A** ([LEAVE A REPLY](#))

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures-it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor

does it suggest that token limits fluctuate with user demand. Token limits are a constant defined by the model itself, independent of external user load.

Reference:

Salesforce Developer Documentation on Token Limits for Generative AI Models
Salesforce AI Best Practices on Prompt Design (Trailhead or Salesforce blog resources)

NEW QUESTION: 10

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: ([SHOW ANSWER](#))

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 available only on the contact record page.

Solution:

Use Prompt Builder to create a prompt template that generates the desired summary and displays it on the contact record page.

Prompt Builder:

Purpose: Allows the creation of custom prompt templates that leverage AI to generate content based on Salesforce data.

Functionality:

Field Generation Templates: Can be used to populate fields on records with AI-generated summaries.

Customization: Enables the AI Specialist to design prompts that utilize data from the guest profiles to produce personalized summaries and recommendations.

Relevance to the Use Case:

The sales team wants the summary to be available on the contact record page, which aligns with the capabilities of Prompt Builder to generate and display content on specific record pages.

Implementation Steps:

Create a Field Generation Prompt Template:

Use Prompt Builder to create a new prompt template of type Field Generation.

Design the prompt to instruct the AI to generate a summary based on the guest's interests and activity preferences.

Include Relevant Data:

Use merge fields to include data from the guest profile in the prompt.

Ensure that the prompt accesses the necessary fields to generate accurate recommendations.

Configure the Contact Page Layout:

Add the field that will display the AI-generated summary to the contact record page layout.

Ensure that the field is only visible where appropriate, adhering to the requirement of availability only on the contact record page.

Why Not Einstein Copilot or Model Builder:

Option A (Einstein Copilot):

Purpose: Einstein Copilot is a conversational AI assistant designed to interact with users through natural language.

Mismatch with Requirements:

The team wants a static summary displayed on the contact record page, not an interactive conversational experience.

Option C (Model Builder):

Purpose: Model Builder is used to create custom AI models for predictions and classifications.

Inapplicability:

Building a custom model is unnecessary for generating text summaries based on existing data.

Model Builder does not directly provide functionality to generate and display summaries on record pages.

Reference:

Salesforce AI Specialist Documentation - Prompt Builder Overview:

Provides an introduction to Prompt Builder and its capabilities.

Salesforce Help - Creating Field Generation Prompt Templates:

Guides on creating prompt templates that generate content for fields on records.

Salesforce Trailhead - Customize AI Content with Prompt Builder:

Offers hands-on experience in building and customizing prompt templates.

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: 11

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 (LEAVE A REPLY)

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.

Reference:

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: 12

An AI Specialist configured Data Masking within the Einstein Trust Layer.

How should the AI Specialist begin validating that the correct fields are being masked?

- A. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.
- B. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.
- C. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.

Answer: C (LEAVE A REPLY)

To begin validating that the correct fields are being masked in Einstein Trust Layer, the AI Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu.

This audit data allows the AI Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

* Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.

* Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

References:

* Salesforce Einstein Trust Layer Documentation:

https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION: 13

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template.

Which flow element should UC use?

- A. Add Prompt Instructions
- B. Add Flex Instructions
- C. Add Flow Instructions

Answer: C (LEAVE A REPLY)

NEW QUESTION: 14

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements.

What should an AI Specialist recommend to resolve the issue?

- A. Enable data masking for sandbox refreshes.
- B. Configure data masking in the Einstein Trust Layer setup.
- C. Add new data masking rules in LLM setup.

Answer: (SHOW ANSWER)

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the AI Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

* Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

* Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce AI Specialist References: For more information, refer to:

<https://help.salesforce.com/s>

[/articleView?id=sf.einstein_trust_layer_data_masking.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm)

NEW QUESTION: 15

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. Presence Penalty
- B. Variability
- C. Temperature

Answer: C (LEAVE A REPLY)

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: 16

Universal Containers (UC) is tracking web activities in Data Cloud for a unified contact, and wants to use that in a prompt template to help extract insights from the data.

Assuming that the Contact object is one of the objects associated with the prompt template, what is a valid way for DC to do this?

A. Call the prompt directly from Data Cloud with a web tracing activity included in the prompt definition.

B. Add the activity records as an enrichment related list to the Contact then pass the Contact into a prompt template workspace using related list grounding.

C. Create a prompt template that takes a list of all Data Cloud activity records as input to pass to the large language model (LLM).

Answer: (SHOW ANSWER)

To integrate web activity data from Data Cloud into a prompt template, the correct approach is to enrich the Contact object with the activity records as a related list and use related list grounding (Option B). Here's why:

* Data Cloud Integration: Data Cloud unifies web activity data and associates it with the unified Contact record. By adding these activities as a related list to the Contact, the data becomes accessible to the prompt template.

* Prompt Template Grounding: Salesforce prompt templates support grounding on related records.

When the Contact is passed to the prompt template, the template can reference the related web activity records (via the related list) to extract insights.

* Structured Data Handling: This method aligns with Salesforce best practices for grounding, ensuring the large language model (LLM) receives structured, context-rich data without overwhelming it with raw activity lists.

Why Other Options Are Incorrect:

* A. Calling the prompt directly from Data Cloud: Prompt templates are invoked within Salesforce, not directly from Data Cloud. Grounding requires associating data with Salesforce objects, not ad-hoc web activity inclusion.

* C. Passing a list of activity records as input: While technically possible, this bypasses Salesforce's grounding framework, which relies on object relationships. It also risks exceeding LLM input limits and lacks scalability.

References:

- * Salesforce Data Cloud Implementation Guide: Explains how to enrich standard/custom objects with related data for AI use cases.

* Prompt Template Documentation: Highlights grounding on related lists to leverage contextual data for LLM prompts.

* Trailhead Module: "Einstein Prompt Builder Basics" demonstrates grounding techniques using related records.

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NEW QUESTION: 17

In Model Playground, which hyperparameters of an existing Salesforce-enabled foundational model can an AI Specialist change?

- A. Temperature, Frequency Penalty, Presence Penalty
- B. Temperature, Top-k sampling, Presence Penalty
- C. Temperature, Frequency Penalty, Output Tokens

Answer: A (LEAVE A REPLY)

In Model Playground, an AI specialist working with a Salesforce-enabled foundational model has control over specific hyperparameters that can directly affect the behavior of the generative model:

* Temperature: Controls the randomness of predictions. A higher temperature leads to more diverse outputs, while a lower temperature makes the model's responses more focused and deterministic.

* Frequency Penalty: Reduces the likelihood of the model repeating the same phrases or outputs frequently.

* Presence Penalty: Encourages the model to introduce new topics in its responses, rather than sticking with familiar, previously mentioned content.

These hyperparameters are adjustable to fine-tune the model's responses, ensuring that it meets the desired behavior and use case requirements. Salesforce documentation confirms that these three are the key tunable hyperparameters in the Model Playground. For more details, refer to Salesforce AI Model Playground guidance from Salesforce's official documentation on foundational model adjustments.

NEW QUESTION: 18

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: (SHOW ANSWER)

To allow a data scientist to view and manage models in Einstein Studio and create prompt templates in Prompt Builder, the AI Specialist should assign the Data Cloud Admin and Prompt Template Manager permission sets.

- * Data Cloud Admin provides access to manage and oversee models within Einstein Studio.
- * Prompt Template Manager gives the user the ability to create and manage prompt templates within Prompt Builder.
- * Option A is correct because it assigns the necessary permissions for both managing models and creating prompt templates.
- * Option B and Option C are 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_overview.htm

NEW QUESTION: 19

Universal Containers is using Einstein Copilot for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the copilot to match opportunities.

What is one criteria that Einstein Copilot for Sales uses to match similar opportunities?

- A. Matched opportunities are limited to the same account.
- B. Matched opportunities were created in the last 12 months.
- C. Matched opportunities have a status of Closed Won from last 12 months.

Answer: C (LEAVE A REPLY)

When Einstein Copilot for Sales matches similar opportunities, one of the primary criteria used is whether the opportunities have a status of Closed Won within the last 12 months. This is a key factor in identifying successful patterns that could help close current deals. By focusing on opportunities that have been recently successful, Einstein Copilot can provide relevant insights and suggestions to sales reps to help them close similar deals faster. For more information, review Salesforce Einstein Copilot documentation related to opportunity matching and sales success patterns.

NEW QUESTION: 20

An AI Specialist implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce. The AI Specialist needs to 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: C (LEAVE A REPLY)

For Einstein Sales Emails to 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 is Ground 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 Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

Reference:

Salesforce Einstein Sales Emails Documentation:

https://help.salesforce.com/s/articleView?id=release-notes.rn_einstein_sales_emails.htm

NEW QUESTION: 21

An AI Specialist wants to ground a new prompt template with the User related list. What should the AI Specialist consider?

- A. The User related list should have View All access.
- B. The User related list needs to be included on the record page.
- C. The User related list is not supported in prompt templates.

Answer: C (LEAVE A REPLY)

An AI Specialist wants to ground a new prompt template with the User related list.

Grounding in prompt templates involves using data from related lists to provide context or additional information to the Large Language Model (LLM) when generating responses.

Key Consideration:

* Unsupported Related Lists in Prompt Templates:

* Limitation: The User related list is not supported in prompt templates for grounding purposes.

* Reason: Salesforce restricts certain objects and related lists from being used in prompt templates to maintain data security and integrity. The User object often contains sensitive information and is subject to strict access controls.

* Impact: Attempting to use the User related list in a prompt template will not work as expected because the system does not support it.

Why Options A and B are Incorrect:

* Option A (The User related list should have View All access):

* Incorrect: Even with View All access, the User related list is still not supported in prompt templates.

* Security Concerns: Granting View All access to the User object is a significant security risk and not a recommended practice.

* Option B (The User related list needs to be included on the record page):

* Incorrect: Including the User related list on the record page does not affect its availability in prompt templates.

* Irrelevance: The placement of the related list on the record page does not change the system's ability to access it in a prompt template.

References:

* Salesforce AI Specialist Documentation -Prompt Templates Limitations:

* Details the objects and related lists that are not supported in prompt templates.

* Salesforce Help -Data Access in Prompt Templates:

* Explains how data access and security considerations affect the use of objects in prompt templates.

* Salesforce Trailhead -Understanding Prompt Template Grounding:

* Provides insights into grounding prompt templates and the limitations involved.

Conclusion:

Since the User related list is not supported in prompt templates, the AI Specialist must consider alternative approaches. They might need to redesign the prompt template to use supported objects or related lists, or explore other methods to incorporate necessary user information while adhering to Salesforce's data access policies.

NEW QUESTION: 22

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

A. Einstein Email Replies

B. Einstein Service Replies for Email

C. Einstein Generative Service Replies for Email

Answer: (SHOW ANSWER)

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

* Einstein Email Replies (option A) is more suited for sales use cases.

* Einstein Generative Service Replies for Email(option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

References:

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

NEW QUESTION: 23

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

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

Answer: (SHOW ANSWER)

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: 24

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?

- 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: (SHOW ANSWER)

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.

Reference:

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

NEW QUESTION: 25

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

- A. Einstein Reply Recommendations
- B. Einstein Service Replies
- C. Einstein Grounding

Answer: B (LEAVE A REPLY)

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.

Reference:

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

NEW QUESTION: 26

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 automate the entire sales process for maximum efficiency
- C. To streamline the sales process and increase conversion rates

Answer: C (LEAVE A REPLY)

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: 27

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 (LEAVE A REPLY)

Prompt Defense is a feature in the Einstein Trust Layer that helps minimize the risks of jailbreaking and prompt 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 to Salesforce's Einstein Trust Layer documentation on Prompt Defense and security features.

NEW QUESTION: 28

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?

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: (SHOW ANSWER)

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.

References:

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

NEW QUESTION: 29

Before activating a custom copilot action, an AI Specialist would like to understand multiple real-world user utterances to ensure the action being selected appropriately.

Which tool should the AI Specialist recommend?

A. Model Playground

B. Einstein Copilot

C. Copilot Builder

Answer: C (LEAVE A REPLY)

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows AI Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.

Option A (Model Playground) is used for testing models, not user utterances.

Option B (Einstein Copilot) refers to the conversational interface but isn't the right tool for designing and testing actions.

Reference:

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

NEW QUESTION: 30

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements.

What should an AI Specialist recommend to resolve the issue?

A. Enable data masking for sandbox refreshes.

B. Configure data masking in the Einstein Trust Layer setup.

C. Add new data masking rules in LLM setup.

Answer: B (LEAVE A REPLY)

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the AI Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce AI Specialist Reference:

For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION: 31

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.

How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

A. Invocable Apex

B. Flow Action

C. Einstein for Flow

Answer: C (LEAVE A REPLY)

* Context of the Question

* Universal Container (UC) has used prompt templates to update summary fields on record pages.

* Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

* How to Call a Prompt Template Within a Flow

* Flow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.

* Other Options:

* Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available.

However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

* Einstein for Flow: A broad label for Salesforce's generative AI features within Flow.

Under the hood, you typically use a "Flow Action" that points to your prompt.

* Conclusion

* The easiest out-of-the-box solution is to use a Flow Action referencing the prompt template.

Hence, Option B is correct.

Salesforce AI Specialist References & Documents

* Salesforce Trailhead: Use Prompt Templates in Flow Demonstrates how to add an Action in Flow that calls a prompt template.

* Salesforce Documentation: Einstein GPT for Flow Explains standard flow actions to invoke and handle generative AI responses.

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NEW QUESTION: 32

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 (LEAVE A REPLY)

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: 33

A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers.

Which solution approach should the admin leverage?

- A.** Use sales Email standard templates
- B.** Create a t field Generation prompt template type
- C.** Create a Sales Email prompt template type.

Answer: C (LEAVE A REPLY)

To generate personalized emails using LLMs while reusing templates:

* Sales Email Prompt Template Type (Option C): Designed specifically for generating dynamic email content by combining LLMs with structured templates. It allows admins to define placeholders (e.g., customer name, product details) and reuse templates across scenarios.

* Option A: Standard email templates lack LLM integration and dynamic personalization.

* Option B: "t field Generation" is not a valid Salesforce prompt template type.

References:

* Salesforce Help: Sales Email Prompt Templates

* Describes using Sales Email prompt templates to "generate targeted emails using dynamic data and LLMs."

NEW QUESTION: 34

An AI Specialist wants to troubleshoot their Agent's performance.

Where should the AI Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A.** Event Logs
- B.** Plan Canvas
- C.** Agent Settings

Answer: A (LEAVE A REPLY)

Event Logs in Salesforce capture detailed interaction data, including agent errors, triggered actions, and incomplete plans. These logs provide visibility into user-Agent interactions for troubleshooting performance issues. The Einstein Bot Analytics documentation highlights Event Logs as the primary source for auditing bot behavior and diagnosing issues like misconfigured actions or plan execution failures.

- * Plan Canvas (B) is for designing workflows, not auditing.
- * Agent Settings (C) control configuration but do not store interaction history.

NEW QUESTION: 35

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: (SHOW ANSWER)

To implement a solution where users enter a sales order number and the system generates a summary, the AI Specialist should create a screen flow to collect the sales order number and invoke the prompt template. The standard "Prompt Template" flow action can 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 Reference:

For further guidance on creating prompt templates with flows:

https://help.salesforce.com/s/articleView?id=sf.prompt_template_flow_integration.htm

NEW QUESTION: 36

A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.

How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A.** The LLM interprets the user's request, generates a plan by identifying the appropriate topics and actions, and executes the actions to retrieve and display the open opportunities
- B.** The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.

C. Using a dialog pattern. the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a fast of open opportunities.

Answer: A (LEAVE A REPLY)

Agentforce's LLM dynamically interprets natural language requests (e.g., "Show me open opportunities"), generates an execution plan using the planner service, and retrieves data via actions (e.g., querying Salesforce records). This contrasts with static rules (B) or rigid dialog patterns (C), which lack contextual adaptability. Salesforce documentation highlights the planner's role in converting intents into actionable steps while adhering to security and business logic.

NEW QUESTION: 37

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?

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 (LEAVE A REPLY)

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.

Reference:

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

NEW QUESTION: 38

Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the AI Specialist investigate as the root cause?

- A. Review that the custom action is assigned to an Agent.
- B. Review the action Instructions to ensure they are unique.
- C. Ensure the input and output types are correctly chosen.

Answer: B (LEAVE A REPLY)

The root cause of users receiving incorrect sales summaries lies in non-unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot's natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.

Steps to Investigate:

- * Review Action Instructions: Ensure each custom action has distinct, context-specific instructions. For example:
 - * Action 1: "Summarize quarterly sales by region."
 - * Action 2: "Generate a product-wise sales breakdown for the current fiscal year."
 - * Action 3: "Provide a comparison of sales performance between online and in-store channels." Ambiguous or overlapping instructions (e.g., "Get sales summary") cause confusion.
- * Test Utterance Matching: Use Einstein Bot's training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.
- * Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.

Why Other Options Are Incorrect:

- * A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.
- * C. Input/output types relate to data formatting, not intent routing. While important for execution, they don't resolve utterance mismatches.

References:

- * Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.
- * Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.
- * Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

NEW QUESTION: 39

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 following capabilities 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 (LEAVE A REPLY)

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

* No data is used for training or product improvements by third-party LLMs.

* No data is retained outside 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 Defense and Data Masking are 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.](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm)

[einstein_trust_layer.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm)

NEW QUESTION: 40

An AI Specialist implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce. The AI Specialist needs to 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: (SHOW ANSWER)

For Einstein Sales Emails to 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 is Ground 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 Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

* Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

* Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

References:

* Salesforce Einstein Sales Emails

Documentation: https://help.salesforce.com/s/articleView?id=release-notes.rn_einstein_sales_emails.htm

NEW QUESTION: 41

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 (LEAVE A REPLY)

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: 42

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.

In the score of 1 indicate?

A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.

B. The response is not toxic.

C. The response is the most toxic.

Answer: C (LEAVE A REPLY)

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

* A score of 0 would indicate no toxicity (B is incorrect).

* The scoring system does not use "least toxic" as a category (A is misleading).

NEW QUESTION: 43

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries.

Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.

Which feature in Einstein for Service should the support team use?

- A. Einstein Service Replies
- B. Einstein Reply Recommendations
- C. Einstein Knowledge Recommendations

Answer: B (LEAVE A REPLY)

The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization's knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system, ensuring that responses are aligned with organizational standards.

* Einstein Service Replies (Option A) is focused on generating replies but doesn't have the same emphasis on grounding responses in the knowledge base.

* Einstein Knowledge Recommendations (Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles than providing automated or AI-generated responses to customers.

Salesforce AI Specialist References: For more information on Einstein Reply

Recommendations: [https://help.](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview.htm)

[salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview.htm)

NEW QUESTION: 44

Universal Containers has a new AI project.

What should an AI Specialist consider when adding a related list on the Account object to be used in the prompt template?

- A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
- B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- C. The fields for the related list are based on the default page layout of the Account for the current user.

Answer: (SHOW ANSWER)

- * Context of the Question Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.
 - * Prompt Builder Behavior
 - * Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.
 - * Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.
 - * Why Option A is Correct
 - * Direct Alignment with the Standard Process: The recommended approach in Salesforce's documentation is to select a related list and then use the field picker to add the necessary fields into your AI prompt. This ensures the prompt has exactly the data you need from that related list.
 - * Why Not Option B (JSON Formatting)
 - * No Mandatory JSON Requirement: Although you can structure data as JSON if you desire advanced formatting, Prompt Builder does not require you to manually assign the fields from the related list in JSON. The platform automatically handles how the data is passed along in the background.
 - * Why Not Option C (Default Page Layout)
 - * Independent of Page Layout: Prompt Builder does not rely strictly on the default page layout for fields. You can configure the fields you want from the related list, independent of how the user's page layout is set up in the UI.
 - * Conclusion Since the official Salesforce approach involves selecting a related list and then using the field picker to insert merge fields, Option A is the correct and verified answer.
- Salesforce AI Specialist References & Documents
- * Salesforce Official Documentation: Prompt Builder Basics Explains how to reference objects and related lists when building AI prompts.
 - * Salesforce Trailhead: Get Started with Prompt Builder Provides hands-on exercises demonstrating how to pick fields from related objects or lists.
 - * Salesforce AI Specialist Study Guide Outlines best practices for referencing related records and fields in generative AI prompts.

NEW QUESTION: 45

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.

How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

A. Invocable Apex

B. Flow Action

C. Einstein for Flow

Answer: B (LEAVE A REPLY)

* Context of the Question

* Universal Container (UC) has used prompt templates to update summary fields on record pages.

* Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

* How to Call a Prompt Template Within a Flow

* Flow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.

* Other Options:

* Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available. However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

* Einstein for Flow: A broad label for Salesforce's generative AI features within Flow. Under the hood, you typically use a "Flow Action" that points to your prompt.

* Conclusion

* The easiest out-of-the-box solution is to use a Flow Action referencing the prompt template.

Hence, Option B is correct.

Salesforce AI Specialist References & Documents

* Salesforce Trailhead: Use Prompt Templates in Flow Demonstrates how to add an Action in Flow that calls a prompt template.

* Salesforce Documentation: Einstein GPT for Flow Explains standard flow actions to invoke and handle generative AI responses.

NEW QUESTION: 46

Which mechanism within the Einstein Trust Layer helps to ensure that personal data is handled in compliance with data protection regulations like GDPR?

A. Toxicity Scoring

B. Prompt Defense

C. Data Masking

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 47

Universal Containers aims to streamline the sales team's daily tasks by using AI. When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.
- C. Populate an AI generated lead score for new leads.

Answer: B (LEAVE A REPLY)

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

NEW QUESTION: 48

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: (SHOW ANSWER)

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: 49

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.

Opportunity Products Events near the customer Tone and voice examples

How should the AI Specialist obtain related items?

- A. Create a flex template that takes the records in question as inputs.
- B. Utilize a standard email template and manually insert the required data fields.
- C. Call prompt initiated flow to fetch and ground the required data.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- B. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- C. The number of tokens that can be processed by the LLM varies with total user demand.

Answer: ([SHOW ANSWER](#))

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures-it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor does it suggest that token limits fluctuate with user demand.

Token limits are a constant defined by the model itself, independent of external user load.

References:

* Salesforce Developer Documentation on Token Limits for Generative AI Models

* Salesforce AI Best Practices on Prompt Design (Trailhead or Salesforce blog resources)

NEW QUESTION: 51

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

Answer: (SHOW ANSWER)

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: 52

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio.

Which use case works for this scenario?

- A.** Predict customer sentiment toward a promotion message.
- B.** Predict customer lifetime value of an account.
- C.** Predict most popular products from new product catalog.

Answer: B (LEAVE A REPLY)

For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.

* Option B is the correct choice as predicting customer lifetime value is a well-established use case for AI in sales.

* Option A (customer sentiment) is typically handled through NLP models, while Option C (product popularity) is more of a marketing analysis use case.

References:

* Salesforce Einstein Studio Use Case Overview:https://help.salesforce.com/s/articleView?id=sf.einstein_studio_overview

NEW QUESTION: 53

What is an AI Specialist able to do when the "Enrich event logs with conversation data" setting in Einstein Copilot is enabled?

- A.** View session data including user Input and copilot responses for sessions over the past 7 days.
- B.** Generate details reports on all Copilot conversations over any time period.
- C.** View the user click path that led to each copilot action.

Answer: A (LEAVE A REPLY)

When the "Enrich event logs with conversation data" setting is enabled in Einstein Copilot, it allows an AI Specialist or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping AI specialists track AI behavior and user engagement.

* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

Salesforce AI Specialist References: You can refer to this documentation for further insights: [https://help.](https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm)

[salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm)

NEW QUESTION: 54

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

Which type of prompt template should UC use?

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

Answer: (SHOW ANSWER)

* 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: 55

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- A.** Data masking
- B.** Dynamic grounding with secure data retrieval
- C.** Zero-data retention policy

Answer: B (LEAVE A REPLY)

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

Reference:

Salesforce Developer Documentation on Einstein Trust Layer

Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION: 56

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Einstein Copilot.

How should the AI Specialist monitor Copilot's usability and the assignment of actions?

- A.** Run a report on the Platform Debug Logs.
- B.** Query the Copilot log data using the metadata API.
- C.** Run Einstein Copilot Analytics.

Answer: C (LEAVE A REPLY)

To monitor Einstein Copilot's usability and the assignment of actions, the AI Specialist should run Einstein Copilot Analytics. This feature provides insights into how often Copilot is used, the types of actions it is handling, and overall user engagement with the system.

It's the most effective way to track Copilot's performance and usage patterns.

* Platform Debug Logs are not relevant for tracking user behavior or the assignment of Copilot actions.

* Querying the Copilot log data via the Metadata API would not provide the necessary insights in a structured manner.

For more details, refer to Salesforce's Copilot Analytics documentation for tracking AI-driven interactions.

NEW QUESTION: 57

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A.** Use the merge fields to reference a custom related list of opportunities.
- B.** Use merge fields to reference the default related list of opportunities.
- C.** Use formula fields to reference the Einstein related list of opportunities.

Answer: B (LEAVE A REPLY)

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the AI Specialist needs to

pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce Reference:

Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1> Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION: 58

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

Answer: A (LEAVE A REPLY)

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.

Reference:

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

NEW QUESTION: 59

An AI Specialist has grounded a prompt template with a related list. During user acceptance testing (UAT).

users are not getting the correct responses.

What is causing this issue?

- A. The related list is not on the parent object's page layout.
- B. The related list is Read Only.
- C. The related list prompt template option is not enabled.

Answer: ([SHOW ANSWER](#))

When grounding a prompt template with a related list, the AI must be explicitly configured to include the related list's data. If the "related list prompt template option" is not enabled, the AI ignores the related list, leading to incomplete or incorrect responses.

* Option A: Page layout visibility affects user interface display but does not restrict data access for AI grounding.

* Option B: Read-only settings prevent edits but not data retrieval.

* Option C: Enabling the related list in the prompt template configuration is mandatory for the AI to use its data.

References:

* Salesforce Help: Prompt Template Grounding Settings

* States that "related lists must be enabled in the prompt template's grounding settings to include their data in AI responses."

NEW QUESTION: 60

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

- 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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 61

Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters.

What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

- A. Use Model Playground to create a model configuration with the specified parameters.
- B. Manually add the hyperparameters to the new template.
- C. Revert to using the standard template without modifications.

Answer: B ([LEAVE A REPLY](#))

When Universal Containers creates a new Sales Email prompt template using the "Save As" function, missing hyperparameters can result in different outputs. To ensure the new prompt produces comparable results to the standard Sales Email prompt, the AI Specialist should manually add the necessary hyperparameters to the new template.

Hyperparameters like Temperature, Frequency Penalty, and Presence Penalty directly affect how the AI generates responses. Ensuring that these are consistent with the standard template will result in similar outputs.

Option A (Model Playground) is not necessary here, as it focuses on fine-tuning models, not adjusting templates directly.

Option C (Reverting to the standard template) does not solve the issue of customizing the prompt template.

For more information, refer to Prompt Builder documentation on configuring hyperparameters in custom templates.

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NEW QUESTION: 62

Universal Containers plans to enhance its sales team's productivity using AI.

Which specific requirement necessitates the use of Prompt Builder?

- A.** Creating an estimated Customer Lifetime Value (CLV) with historical purchase data
- B.** Predicting the likelihood of customers churning or discontinuing their relationship with the company
- C.** Creating a draft newsletter for an upcoming tradeshow

Answer: C (LEAVE A REPLY)

NEW QUESTION: 63

Which configuration must an AI Specialist complete for users to access generative AI-enabled fields in the Salesforce mobile app?

- A.** Enable Mobile Generative AI.
- B.** Enable Mobile Prompt Responses.
- C.** Enable Dynamic Forms on Mobile.

Answer: (SHOW ANSWER)

* Context of the Question

- * Universal Containers (UC) has generative AI-enabled fields that users can access in the desktop experience.
- * The AI Specialist needs these same fields to be visible and usable in the Salesforce Mobile App.
- * Why Dynamic Forms on Mobile?
- * Dynamic Forms allow you to configure record pages so that fields and sections can appear or be hidden based on certain criteria.
- * When you enable "Dynamic Forms for Mobile," any generative AI-enabled fields placed on the dynamic layout become accessible in the Salesforce mobile experience.
- * There is no standard Setup option labeled "Enable Mobile Generative AI" or "Enable Mobile Prompt Responses" as a universal toggle; the existing official approach is to ensure dynamic forms (and the relevant fields) are supported on mobile.
- * Conclusion
- * Ensuring that these AI-driven fields are visible on mobile is accomplished by turning on Dynamic Forms on Mobile and adding those fields to the dynamic layout. Therefore, Option C is correct.

Salesforce AI Specialist References & Documents

- * Salesforce Documentation: Dynamic Forms Overview Explains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.
- * Salesforce AI Specialist Study Guide Reiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION: 64

Universal Containers wants to reduce overall agent handling time minimizing the time spent typing routine answers for common questions in chat, and reducing the post-chat analysis by suggesting values for case fields.

Which combination of Einstein for Service features enables this effort?

- A.** Einstein Service Replies and Work Summaries
- B.** Einstein Reply Recommendations and Case Summaries
- C.** Einstein Reply Recommendations and Case Classification

Answer: (SHOW ANSWER)

Universal Containers aims to reduce overall agent handling time by minimizing the time agents spend typing routine answers for common questions during chats and by reducing post-chat analysis through suggesting values for case fields.

To achieve these objectives, the combination of Einstein Reply Recommendations and Case Classification is the most appropriate solution.

1. Einstein Reply Recommendations:

- * Purpose: Helps agents respond faster during live chats by suggesting the best responses based on historical chat data and common customer inquiries.

* **Functionality:**

* **Real-Time Suggestions:** Provides agents with a list of recommended replies during a chat session, allowing them to quickly select the most appropriate response without typing it out manually.

* **Customization:** Administrators can configure and train the model to ensure the recommendations are relevant and accurate.

* **Benefit:** Significantly reduces the time agents spend typing routine answers, thus improving efficiency and reducing handling time.

2. Case Classification:

* **Purpose:** Automatically suggests or populates values for case fields based on historical data and patterns identified by AI.

* **Functionality:**

* **Field Predictions:** Predicts values for picklist fields, checkbox fields, and more when a new case is created.

* **Automation:** Can be set to auto-populate fields or provide suggestions for agents to approve.

* **Benefit:** Reduces the time agents spend on post-chat analysis and data entry by automating the classification and field population process.

Why Options A and B are Less Suitable:

* **Option A (Einstein Service Replies and Work Summaries):**

* **Einstein Service Replies:** Similar to Reply Recommendations but typically used for email and not live chat.

* **Work Summaries:** Provides summaries of customer interactions but does not assist in field value suggestions.

* **Option B (Einstein Reply Recommendations and Case Summaries):**

* **Case Summaries:** Generates a summary of the case details but does not help in suggesting field values.

References:

* **Salesforce AI Specialist Documentation -Einstein Reply Recommendations:**

* Details how Reply Recommendations assist agents in providing quick responses during live chats.

* **Salesforce AI Specialist Documentation -Einstein Case Classification:**

* Explains how Case Classification predicts and suggests field values to streamline case management.

* **Salesforce Trailhead -Optimize Service with AI:**

* Provides an overview of AI features that enhance service efficiency.

NEW QUESTION: 65

An AI Specialist at Universal Containers (UC) is tasked with creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements.

Which prompt template type should the AI Specialist use and which consideration should they review?

- A. Flex, and that Dynamic Fields is enabled
- B. Field Generation, and that Dynamic Fields is enabled
- C. Field Generation, and that Dynamic Forms is enabled

Answer: (SHOW ANSWER)

When creating a custom prompt template to populate a field with generated output, the most appropriate template type is Field Generation. This template is specifically designed for generating field-specific outputs using generative AI.

Additionally, the AI Specialist must ensure that Dynamic Fields are enabled. Dynamic Fields allow the system to use real-time data inputs from related records or fields when generating content, ensuring that the AI output is contextually accurate and relevant. This is crucial when populating specific fields with AI-generated content, as it ensures the data source remains dynamic and up-to-date.

The Einstein Trust Layer will track and audit the interactions to ensure the organization can monitor AI adoption and make necessary enhancements based on AI usage patterns. For further reading, refer to Salesforce's guidelines on Field Generation templates and the Einstein Trust Layer.

NEW QUESTION: 66

What is a Salesforce AI Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The profiles exempt from masking
- B. The encryption keys for masking
- C. The privacy data entities to be masked

Answer: (SHOW ANSWER)

In the Einstein Trust Layer, the Salesforce AI Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

* Data Masking Configuration:

* The AI Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

* This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

* Why Other Options Are Incorrect:

* A. Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

* B. Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

References:

* Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data."

* Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

* Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

NEW QUESTION: 67

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 and customize it to fully meet the business 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: ([SHOW ANSWER](#))

When an active standard email prompt template doesn't meet the business requirements, the best approach is to clone the existing template and 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 version is typically used for versioning changes in the same template, while Save as New Template creates a brand-new template without linking to the existing one. Cloning provides a balance, allowing modifications while retaining the original structure for future reference.

For more details, refer to Salesforce Prompt Builder documentation for guidance on cloning and modifying templates.

NEW QUESTION: 68

Universal Containers (UC) is Implementing Service AI Grounding to enhance its customer service operations.

UC wants to ensure that its AI-generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding.

Which objects should UC select to configure Service AI Grounding?

- A.** Case, Knowledge, and Case Notes
- B.** Case and Knowledge
- C.** Case, Case Emails, and Knowledge

Answer: ([SHOW ANSWER](#))

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations.

They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.

Supported Objects for Service AI Grounding:

- * Case

- * Knowledge

- * Case Object:

- * Role in Grounding: Provides contextual data about customer inquiries, including case details, status, and history.

- * Benefit: Grounding AI responses in case data ensures that the information provided is relevant to the specific customer issue being addressed.

- * Knowledge Object:

- * Role in Grounding: Contains articles and documentation that offer solutions and information related to common issues.

- * Benefit: Utilizing Knowledge articles helps the AI provide accurate and helpful responses based on verified information.

- * Exclusion of Other Objects:

- * Case Notes and Case Emails:

- * Not Supported for Grounding: While useful for internal reference, these objects are not included in the supported objects for Service AI Grounding.

- * Reason: They may contain sensitive or unstructured data that is not suitable for AI grounding purposes.

Why Options A and C are Incorrect:

- * Option A (Case, Knowledge, and Case Notes):

- * Case Notes Not Supported: Case Notes are not among the supported objects for grounding in Service AI.

- * Option C (Case, Case Emails, and Knowledge):

- * Case Emails Not Supported: Case Emails are also not included in the list of supported objects for grounding.

References:

- * Salesforce AI Specialist Documentation -Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.

- * Salesforce Help -Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.

- * Salesforce Trailhead -Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

NEW QUESTION: 69

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 (LEAVE A REPLY)

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: 70

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: (SHOW ANSWER)

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.

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For more details, refer to Salesforce Prompt Builder documentation for guidance on cloning and modifying templates.

NEW QUESTION: 71

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 (LEAVE A REPLY)

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.

Reference:

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: 72

A Salesforce Administrator is exploring the capabilities of Einstein Copilot to enhance user interaction within their organization. They are particularly interested in how Einstein Copilot processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Einstein Copilot directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users.

How does Einstein Copilot handle user requests In Salesforce?

- A. Einstein Copilot will trigger a flow that utilizes a prompt template to generate the message.
- B. Einstein Copilot will perform an HTTP callout to an LLM provider.
- C. Einstein Copilot analyzes the user's request and LLM technology is used to generate and display the appropriate response.

Answer: C (LEAVE A REPLY)

Einstein Copilot is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Einstein Copilot analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface. Option C accurately describes this process. Einstein Copilot does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

Reference:

Salesforce AI Specialist Documentation - Einstein Copilot Overview: Details how Einstein Copilot employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.

Salesforce Help - How Einstein Copilot Works: Explains the underlying mechanisms of how Einstein Copilot processes user requests using AI technologies.

NEW QUESTION: 73

Universal Containers implemented Agentforce for its users. One user complains that an Agent is not deleting activities from the past 7 days. What is the reason for this issue?

- A. Agentforce does not have the permission to delete the user's records.
- B. Agentforce Delete Record Action permission is not associated to the user.
- C. Agentforce does not have a standard Delete Record action.

Answer: (SHOW ANSWER)

* Context of the Question Universal Containers (UC) uses Agentforce, a specialized AI-driven assistant for Salesforce. A user reports that an Agent is unable to delete recent activities.

* Why Agentforce Cannot Delete Records

* Agentforce's Standard Actions: Agentforce typically has predefined or "standard" actions like Create, Update, or Summarize records. However, a standard Delete Record action is not part of the default set of Agentforce actions.

* Implication: If Agentforce has no built-in delete functionality, it cannot remove activities—even if the user has permission to delete them in the Salesforce UI.

* Why Other Options Are Incorrect

* Option A - Permission to Delete the User's Records: Standard Salesforce user permissions do not automatically extend to Agentforce's capabilities. Even if the user can delete records, that doesn't grant Agentforce a new action.

* Option B - Agentforce Delete Record Action Permission: There is no separate "Delete Record Action permission" for Agentforce to be toggled. The relevant issue is that the standard Delete Record action does not exist within Agentforce out of the box.

* Conclusion The core reason for the issue is that Agentforce does not support a standard Delete Record action (Choice C).

Salesforce AI Specialist References & Documents

* Salesforce Official Documentation - Agentforce (Note: Agentforce may be a pilot or specialized feature; check pilot release notes or official docs for standard actions.)

* Salesforce AI Specialist Study Guide Covers the limitations of certain AI-enabled features regarding record operations.

NEW QUESTION: 74

How does an Agent respond when it can't understand the request or find any requested information?

A. With a generated error message

B. With a general message asking the user to rephrase the request

C. With a preconfigured message, based on the action type

Answer: (SHOW ANSWER)

* Context of the Question

* When an Agent (e.g., Agentforce or a similar generative AI assistant in Salesforce) cannot understand a user's request or fails to locate the requested information, it should provide a coherent fallback.

* Fallback / Error Handling in Agentforce

* Preconfigured or "Fallback" Message: Typically, within the setup of any AI assistant, admins define a fallback or "failure" response. This message can be tailored to each action type or scenario (e.g., "No data found," "Sorry, I didn't get that-please try again," etc.).

* Why Not an Automatically Generated Error Message? (Option A) AI assistants rarely show raw system error messages; they generally display friendly, standardized messages.

* Why Not a Purely Generic "Rephrase" Message? (Option B) Although an agent might prompt the user to rephrase, Salesforce best practices are to configure a fallback response or fallback action that aligns with the brand and the context. This is typically a "preconfigured message based on the action type."

* Conclusion Because the assistant uses a preconfigured fallback that is set up in the environment (for example, in the agent's or domain's settings), the correct choice is Option C.

Salesforce AI Specialist References & Documents

* Salesforce Pilot / Agentforce Setup Documentation Explains how to configure a fallback or default message when the AI cannot fulfill a user's request.

* Salesforce AI Specialist Study Guide Details best practices for AI-driven assistants and how fallback scenarios are handled with preconfigured messages.

NEW QUESTION: 75

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template.

Which flow element should UC use?

- A. Add Flex Instructions
- B. Add Prompt Instructions
- C. Add Flow Instructions

Answer: (SHOW ANSWER)

* Context of the Question

* Universal Containers (UC) wants to build a Flex prompt template that uses data returned by a Flow.

* "Flex Prompt Templates" allow admins and AI Specialists to incorporate external or dynamic data into generative AI prompts.

* Why "Add Flow Instructions" Is Needed

* Passing Flow Data into Prompt Templates: When configuring the prompt, you must specify how data from the running Flow is passed into the Flex template. The designated element for that is typically "Flow Instructions," which map the Flow outputs to the prompt.

* Other Options:

* Add Flex Instructions: Typically controls how the AI responds or structures the output, not how to bring Flow data into the template.

* Add Prompt Instructions: Usually for static or manual instructions that shape the AI's response, rather than referencing dynamic data from the Flow.

* Outcome

* "Add Flow Instructions" ensures the prompt can dynamically use the data that the Flow returns- making Option C correct.

Salesforce AI Specialist References & Documents

* Salesforce Help & Training: Using Prompt Templates with Flow Explains how to pass Flow variables into a prompt template via a specialized step (e.g., "Flow Instructions").

* Salesforce AI Specialist Study Guide Outlines how to configure generative AI prompts that reference real-time Flow data.

NEW QUESTION: 76

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: B (LEAVE A REPLY)

The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.

Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.

In contrast:

* Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.

* Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.

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NEW QUESTION: 77

Universal Containers implements Custom Copilot Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Copilot Action to ensure proper configuration and functionality.

What should the development team review in the Custom Copilot Action configuration to identify one of the core components of a Custom Copilot Action?

- A. Instructions
- B. Output Types
- C. Action Triggers

Answer: (SHOW ANSWER)

Universal Containers is enhancing its customer service operations with Custom Copilot Actions. The development team needs to understand the core components of a Custom Copilot Action to ensure proper configuration and functionality. One of these core components is the Output Types.

* Core Components of a Custom Copilot Action:

- * Instructions:
 - * Defines what the action should accomplish.
 - * Provides guidance to the AI assistant on how to execute the action.
- * Input Parameters:
 - * The data inputs required for the action to perform its task.
 - * Specifies the parameters that users or systems need to provide.
- * Output Types:
 - * Definition: Specifies the type of data the action will output after execution.
 - * Importance: Ensures that the Copilot and other components understand the format and structure of the action's results.
 - * Examples: Text, JSON, records, or other data structures.
- * Action Reference:
 - * Points to the underlying implementation, such as an Apex class or Flow.
- * Action Triggers:
 - * Conditions or events that initiate the action.
- * Focus on Output Types:
 - * Relevance in Configuration:
 - * The development team must define the Output Types correctly to ensure that the action's results are properly processed and displayed by Copilot.
 - * Incorrect or undefined Output Types can lead to misinterpretation of data and failures in functionality.

Why Output Types are a Core Component:

- * Integration with Copilot:
 - * Copilot relies on the Output Types to understand how to handle the data returned by the action.
- * Data Consistency:
 - * Defines the structure and format of the output, ensuring consistent communication between the action and Copilot.
- * User Experience:
 - * Proper Output Types ensure that users receive the expected results in an understandable format.

Why Other Options are Less Suitable:

- * Option A (Instructions):
 - * While Instructions are a core component, the question asks for what should be reviewed in the configuration to identify one of the core components.
 - * In this context, reviewing Output Types is more critical to ensuring proper configuration and functionality.
- * Option C (Action Triggers):
 - * Action Triggers are important but are not always considered a core component within the configuration of a Custom Copilot Action.

* Triggers often relate to when an action is initiated rather than the configuration of the action itself.

References:

- * Salesforce AI Specialist Documentation -Custom Copilot Actions:
- * Details the components and configuration of Custom Copilot Actions.
- * Salesforce Help -Defining Output Types in Custom Actions:
- * Explains the importance of Output Types and how to configure them.
- * Salesforce Trailhead -Building Custom Copilot Actions:
- * Provides a hands-on approach to creating and configuring Custom Copilot Actions, highlighting key components.

NEW QUESTION: 78

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 be applicable for Einstein AI to draft accurate email responses.

Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

A. Service AI Grounding

B. Work Summaries

C. Service Replies

Answer: A (LEAVE A REPLY)

Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts 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 as Knowledge articles or cases.

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 Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does.

For more details, you can refer to Salesforce's Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

NEW QUESTION: 79

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 (LEAVE A REPLY)

To implement a solution where users enter a sales order number and the system generates a summary, the AI Specialist should create a screen flow to collect the sales order number and invoke the prompt template. The standard "Prompt Template" flow action can 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: 80

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

B. From the Einstein 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.

C. 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: (SHOW ANSWER)

* 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.

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