

Salesforce AI Specialist

1. 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(s): B

2. Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Dat

A. Which audit data is available using the Einstein Trust Layer?

B. Response accuracy and offensiveness score

C. Hallucination score and bias score

D. Masked data and toxicity score

Answer(s): C

3. 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(s): A

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

A. View the user click path that led to each copilot action.

B. View session data including user Input and copilot responses for sessions over the past 7 days.

C. Generate details reports on all Copilot conversations over any time period.

Answer(s): B

5. 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(s): B

6. An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out.

What is the reason for this?

A. The records related to the prompt have not been selected.

B. The prompt has not been saved and activated,

C. A merge field has not been inserted in the prompt.

Answer(s): A

7. Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).

What should the team use to access externally-hosted models in the Salesforce Platform?

A. Model Builder

B. App Builder

C. Copilot Builder

Answer(s): A

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 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(s): A

9. An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data

A. 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?

B. Data masking

C. Dynamic grounding with secure data retrieval

D. Zero-data retention policy

Answer(s): B

10. 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(s): C

11. Universal Containers wants to utilize Einstein for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature should the AI Specialist recommend to the sales team?

A. Find Similar Deals

B. Create Account Plan

C. Create Close Plan

Answer(s): C

12. How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

A. Masked data will be de-masked during response journey.

B. Masked data will be de-masked during request journey.

C. Responses that do not meet the relevance threshold will be automatically rejected.

Answer(s): A

13. Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls.

How should UC meet this requirement?

A. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

B. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.

C. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.

Answer(s): C

14. What is the role of the large language model (LLM) in executing an Einstein Copilot Action?

A. Find similar requests and provide actions that need to be executed

B. Identify the best matching actions and correct order of execution

C. Determine a user's access and sort actions by priority to be executed

Answer(s): B

15. A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Einstein Copilot capability helps the agent accomplish this?

A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

B. Invoke a flow which makes a call to external data to create a Knowledge article.

C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

Answer(s): A

16. An AI Specialist has created a copilot custom action using flow as the reference action type. However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting.

What should the AI Specialist do to identify the root cause of the problem?

A. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.

B. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.

C. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.

Answer(s): A

17. 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(s): B

18. Universal Containers implemented Einstein Copilot for its users. One user complains that Einstein Copilot is not deleting activities from the past 7 days.

What is the reason for this issue?

A. Einstein Copilot Delete Record Action permission is not associated to the user.

B. Einstein Copilot does not have the permission to delete the user's records.

C. Einstein Copilot does not support the Delete Record action.

Answer(s): C

19. 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(s): A

20. 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(s): C
