EXAMTOPICS

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Question #1 *Topic 1*

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. Call a prompt initiated flow to fetch and ground the required data.

B. Utilize a standard email template and manually insert the required data fields.

C. Create a flex template that takes the records in question as inputs.

Suggested Answer: *A*

Community vote distribution

A (100%)

Lovens Most Recent 1 year, 4 months ago
Template type creation is a call...
upvoted 1 times

Sappaul 1 year, 7 months ago
Template type is Sales email , hence not C. Not B Obviously. So Ans is A
upvoted 1 times

zwb 1 year, 9 months ago
A. You need to use the Sales Email template type when creating a new prompt, so NOT C. Standard email template will not work with the prompt.
upvoted 3 times

feelgoodfactor 1 year, 9 months ago
The correct approach is A. Call a prompt-initiated flow because Salesforce Einstein GPT and prompt templates are tightly integrated with tools like flows to retrieve and structure relevant data dynamically from Salesforce records. A "prompt-initiated flow" allows the AI Specialist to: Fetch data dynamically, Grounding and context & Customization and flexibility.
upvoted 2 times

ETH777 1 year, 10 months ago
Not C: Flex does not provide the ability to fetch dynamic data from Salesforce records automatically.
upvoted 3 times

Question #2 *Topic 1*

Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information.
What is a possible explanation for the poor prompt performance?

A. The Einstein Trust Layer is incorrectly configured.

B. The data being used for grounding is incorrect or incomplete.

C. The prompt template version is incompatible with the chosen LLM.

Suggested Answer: *B*

Community vote distribution



Lovens Most Recent 1 year, 4 months ago

Answers come from what was input in the prompt... Response Quality depends on input quality.

upvoted 1 times

zwb 1 year, 9 months ago

B. Tip: Better prompt, better reponse.

upvoted 1 times

zwb 1 year, 9 months ago

A. You need to use the Sales Email template type when creating a new prompt, so NOT C. Standard email template will not work with the prompt.

upvoted 1 times

TopKing 1 year, 10 months ago

Not C: All Prompt Template versions (Field Generation, Record Summary, Sales Email, Flex or Knowledge answers) are compatible with all LLMs. Note that some LLMs could generate less appropriate responses. However, to today, compatibility issue between a prompt templates versions/types and LLMs have not been documented.

upvoted 1 times

ETH777 1 year, 10 months ago

Not A: Einstein Trust Layer is focused on data security and auditing, not the quality of prompt responses.

upvoted 2 times

Question #3 *Topic 1*

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

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

C. The prompt has not been saved and activated.

Suggested Answer: *B*

Community vote distribution



TopKing Most Recent 1 year, 10 months ago

The correct answer is B because the preview enables testing the LLM's response to the prompt template. The preview button is greyed until the testing parameters are specified. The testing parameters are CRM data from the objects the prompt template object refers to. NOT A: The merge fields impact the response but, not the preview button. NOT C: Saving and activating the prompt template will make it available to the end users but has no effect on the preview button.

upvoted 2 times

ETH777 1 year, 10 months ago

The Preview button becomes available only after the Related Record is selected (with Search input).

upvoted 3 times

Question #4 *Topic 1*

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 Generative Service Replies for Email

C. Einstein Service Replies for Email

Suggested Answer: *C*

Community vote distribution

C (100%)

pc1707 Most Recent 1 year, 8 months ago

correct

upvoted 1 times

swankypiyush 1 year, 10 months ago

C - https://help.salesforce.com/s/articleView?id=service.reply_recs_service_replies_email_intro.htm&type=5

upvoted 4 times

ETH777 1 year, 10 months ago

https://help.salesforce.com/s/articleView?id=service.reply_recs_service_replies_email_intro.htm&type=5 "Einstein Generative Service Replies for Email" does not exist.

upvoted 4 times

Question #5 *Topic 1*

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. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.

C. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.

Suggested Answer: *B*

Community vote distribution

B (100%)

swankypiyush Most Recent 1 year, 10 months ago

B - https://help.salesforce.com/s/articleView?id=sf.generative_ai_feedback_about.htm&type=5

upvoted 4 times

ETH777 1 year, 10 months ago

Verify Masked Data: https://help.salesforce.com/s/articleView?id=sf.generative_ai_audit_data_mask.htm&type=5

upvoted 4 times

Question #6 *Topic 1*

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

A. Select the Account Opportunity object as a resource when creating the prompt template.

B. Create a flow to retrieve the opportunity information.

C. Select the latest Opportunities related list as a merge field.

Suggested Answer: *B*

Community vote distribution

B (100%)

Sappaul Most Recent 1 year, 7 months ago
b is right
upvoted 1 times

swankypiyush 1 year, 10 months ago
B is the right answer
upvoted 2 times

ETH777 1 year, 10 months ago
B is correct.
upvoted 2 times

Question #7 *Topic 1*

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

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

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

Suggested Answer: *A*

Community vote distribution



Big_Fella Most Recent 1 year, 7 months ago
Note To add a field generation prompt template to a Lightning record page, you must enable Dynamic Forms, which support most, but not all, standard LWC-enabled objects. For a list of LWC-enabled objects, see LWC Migration for Record Home Pages. After you finish creating the prompt template, you can enable Dynamic Forms. See Add a Field Generation Prompt Template to a Lightning Record Page.
upvoted 2 times

zwb 1 year, 9 months ago
A. For field generation, it can be a long text or rich text field, so B is wrong. Generative Fields requires dynamic forms, which is available starting from API 58.0.
upvoted 1 times

ksar4u 1 year, 9 months ago
To add a field generation prompt template to a Lightning record page, you must enable Dynamic Forms, which support most, but not all, standard LWC-enabled objects. https://help.salesforce.com/s/articleView?id=sf.prompt_builder_create_field_gen_prompt_template.htm&type=5
upvoted 2 times

sevasahayata 1 year, 9 months ago
B is Correct Why not A and C: API version 59 or higher is a key technical requirement to enable advanced AI generation features but not directly related to Field generation. Dynamic forms are only for Viewing not related to Field generation
upvoted 2 times

albjb 1 year, 9 months ago
API version 59 or higher is a key technical requirement to enable advanced AI generation features. Dynamic Forms does not enable, nor is it required to use AI generation.
upvoted 2 times

ivo100 1 year, 9 months ago
That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms
upvoted 1 times

Bt747 1 year, 10 months ago
According to Agentforce: Option A is correct. The Lightning page layout where the field will reside must be upgraded to Dynamic Forms.
upvoted 3 times

swankypiyush 1 year, 10 months ago
A is the right answer
upvoted 2 times

ETH777 1 year, 10 months ago
Not sure, but I think A is correct. It's not a must to set the field for Field Generation, but necessary to be able to use it. On the other hand field type can be: text, text area, text area (long), and text area (rich). I found no mention of version.
upvoted 2 times

Question #8 *Topic 1*

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.
Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

A. Predictive model and generative model

B. Predictive model

C. Generative model

Suggested Answer: *B*

Community vote distribution



TopKing Most Recent 1 year, 2 months ago

A as they will require predictive to select the most suitable email template from the 3 available, then generative for explanation.

upvoted 1 times

Jason_R 1 year, 6 months ago

To meet both of Universal Containers' goals — targeted email selection and explainability, along with email content generation — they need to use both a predictive model and a generative model.

upvoted 1 times

suddeb 1 year, 10 months ago

B is the correct answer.

upvoted 1 times

ETH777 1 year, 10 months ago

I think only Predictive is required, as the emails exist and not required to be generated.

upvoted 3 times

Question #9 *Topic 1*

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. Model Builder

B. Einstein Copilot

C. Prompt Builder

Suggested Answer: *C*

Community vote distribution

C (100%)

zwb Highly Voted 1 year, 9 months ago

C is correct. Prompt builder is for text generation. Copilot is for interactive conversation (Agentforce [Actions]). Model builder is for AI model configuration, fine tuning etc.

upvoted 6 times

ETH777 1 year, 10 months ago

Prompt Builder is correct.

upvoted 2 times

Question #10 *Topic 1*

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. Automatic grounding using Draft with Einstein feature

B. Ground with Apex Merge Fields

C. Ground with Record Merge Fields

Suggested Answer: *C*

Community vote distribution



Asiba Most Recent 1 year, 4 months ago

The AI Specialist should use Record-Based Grounding with Merge Fields when implementing Einstein Sales Emails. This technique ensures emails are personalized by dynamically inserting Salesforce data directly into the email content, using the most accurate and up-to-date information available. Explanation: Record-Based Grounding: This method focuses on using specific data points from individual Salesforce records (like lead information, interaction history, etc.) to tailor the email content. Merge Fields: These are placeholders within the email template that are automatically replaced with the corresponding data from the Salesforce record when an email is generated. For example, a merge field for "Lead Name" would be replaced with the actual lead's name from the Salesforce record.

upvoted 1 times

Jason_R 1 year, 6 months ago

The question is about sending a follow-up email to a LEAD. Ground with Record Merge fields is perfect for this situation. Grounding with Apex Merge fields is overkill since we only need lead data. While “Draft with Einstein” helps generate emails, it is not a grounding technique.

upvoted 1 times

TiTW 1 year, 6 months ago

A. Einstein creates unique, personalized output every time https://help.salesforce.com/s/articleView?id=sales.einstein_sales_emails_draft.htm&type=5

upvoted 1 times

pc1707 1 year, 7 months ago

Ground with Apex Merge Fields: Apex merge fields are more for programmatic and complex scenarios, not the standard, simple grounding needed for personalized emails based on record data. Ground with Record Merge Fields: This technique directly pulls data from Salesforce records (like leads) and inserts it into the email, ensuring the most accurate and up-to-date information.

upvoted 1 times

Sappaul 1 year, 7 months ago

Interaction data can not be fetched using just Record merge fields. Apex merge fields would be needed.

upvoted 1 times

KMSM 1 year, 7 months ago

It should be A.

upvoted 1 times

Rangya 1 year, 9 months ago

Since it says their "interactions" , I guess it will need access to activities/emails etc. for that lead and this can't be fetched only with record merge fields, might need Apex for that isn't it?

upvoted 3 times

mani1903 1 year, 9 months ago

Since it is mentioned "team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce" , thus we need to provide the data in Record Merge fields.

upvoted 2 times

Question #11 *Topic 1*

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

Suggested Answer: *A*

Community vote distribution

A (100%)

Sappaul Most Recent 1 year, 7 months ago

A is right

upvoted 1 times

mani1903 1 year, 9 months ago

Option A, covers the part of sending automated email.

upvoted 1 times

Question #12 *Topic 1*

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

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

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

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

Suggested Answer: *C*

Community vote distribution

C (100%)

Sappaul Most Recent 1 year, 7 months ago

C is right

upvoted 1 times

Question #13 *Topic 1*

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach.
Which standard Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

A. Einstein Copilot Action: Summarize Record

B. Einstein Copilot Action: Find Similar Opportunities

C. Einstein Copilot Action: Draft or Revise Sales Email

Suggested Answer: *C*

Community vote distribution

C (100%)

Sappaul Most Recent 1 year, 7 months ago

C is right

upvoted 1 times

Question #14 *Topic 1*

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

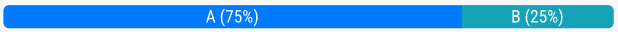
A. Provide examples of user messages that are expected to trigger the action.

B. Use consistent introductory phrases and verbs across multiple action instructions.

C. Specify the persona who will request the action.

Suggested Answer: *A*

Community vote distribution



Jason_R Most Recent 1 year, 6 months ago

Use consistent phrasing and structure, especially for introductory phrases and verbs. Why this matters: It improves LLM comprehension by giving it a predictable structure. Helps the Planner and Agent runtime interpret and prioritize actions more reliably. Ensures a uniform tone and clear intent across all custom actions, making the agent behavior more consistent. Example: “Generate a summary of the most recent activity…” “Generate a response to the customer inquiry using…” “Generate a close plan based on opportunity stage…” NOT C. Specify the persona who will request the action Helpful in prompt templates, but not essential for action instructions in Agentforce. Agent actions are triggered based on topics and utterances, not persona-specific instructions. NOT A. Provide examples of user messages that are expected to trigger the action This is important when defining topics, but it’s not part of the action instruction. Examples of expected utterances belong in the topic configuration, not the action itself.

upvoted 1 times

Sappaul 1 year, 7 months ago

A is right https://help.salesforce.com/s/articleView?id=ai.copilot_actions_instructions.htm&type=5

upvoted 1 times

92b6348 1 year, 10 months ago

The best practice when refining Einstein Copilot custom action instructions is to provide examples of user messages that are expected to trigger the action. This helps ensure that the actions are effectively executed and meet the desired outcomes by clearly defining the input and output settings.

upvoted 2 times

Question #15 *Topic 1*

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.
How should the AI Specialist integrate the custom LLM into Salesforce?

A. Create an application of the custom LLM and embed It in Sales Cloud via iFrame.

B. Enable model endpoint on OpenAI and make callouts to the model to generate emails.

C. Add the fine-tuned LLM in Einstein Studio Model Builder.

Suggested Answer: *C*

Community vote distribution

C (100%)

zwb Most Recent 1 year, 9 months ago

C is correct. You use Einstein Studio Model Builder to connect to the external LLM. Then, Einstein Trust Layer can ensure all the data security and compliance.

upvoted 2 times

Question #16 *Topic 1*

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.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #17 *Topic 1*

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

A. Einstein Service Replies and Work Summaries

B. Einstein Reply Recommendations and Case Classification

C. Einstein Reply Recommendations and Case Summaries

Suggested Answer: *B*

Community vote distribution



pc1707 Most Recent 1 year, 7 months ago

rightEinstein Reply Recommendations seems ideal for the first need (reducing typing in chat), and Einstein Case Classification or Einstein Field Service (depending on whether this is specifically for field service cases) would address the second need (suggesting case field values).

upvoted 1 times

Sappaul 1 year, 7 months ago

A is right answer in this Case. Generative ai produce the appropriate response and Work summary at the end of the chat session.

upvoted 1 times

Sappaul 1 year, 7 months ago

B is right.

upvoted 1 times

Liquad 1 year, 8 months ago

Case Classification: Predicts field values like Priority, Reason, or Type for classifying incoming cases based on the text a customer presents in the case Subject and Description.

upvoted 1 times

csc177 1 year, 8 months ago

Agentforce says C is correct

upvoted 2 times

Razesh1987 1 year, 8 months ago

Answer:A There is no feature called Case summary. so, C is not an option. Case Classification is used when a case is logged. Since, question has post-chat analysis, work summaries is the suitable choice.

upvoted 1 times

SalesforceDaddy 1 year, 8 months ago

A as classification will not help afterward. It is something agents should use before

upvoted 1 times

tamil24 1 year, 9 months ago

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.

upvoted 4 times

ksar4u 1 year, 9 months ago

https://help.salesforce.com/s/articleView?id=service.work_summaries_messaging_show.htm&type=5

upvoted 1 times

zwb 1 year, 9 months ago

B is correct. Because the feature that is used to populate the case fields is Case Classification.

upvoted 2 times

SumitV 1 year, 9 months ago

Work Summaries and Case Classification don't exist.

upvoted 1 times

rontyahmed 1 year, 9 months ago

B. Einstein Reply Recommendations and Case Classification

upvoted 1 times

reg92game 1 year, 9 months ago

Einstein Service Replies - https://help.salesforce.com/s/articleView?id=service.reply_recs_generative_ai_enable.htm&type=5 and Close Case Summaries. There is no other option regarding the Salesforce technology. So others are just mixed words.

upvoted 1 times

ETH777 1 year, 10 months ago

Case Classification is correct. There's no Case Summaries (but Work Summaries can do case summary job).

upvoted 4 times

Question #18 *Topic 1*

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 analyzes the user's request and LLM technology is used to generate and display the appropriate response.

C. Einstein Copilot will perform an HTTP callout to an LLM provider.

Suggested Answer: *B*

Community vote distribution

A (100%)

pc1707 Most Recent 1 year, 7 months ago

LLM is not a tech. Prompt templates enable you to test how different prompt formats perform with different prompt data, without requiring you to write multiple individual prompts.

upvoted 1 times

Sappaul 1 year, 7 months ago

A seems more accurate compared to B

upvoted 1 times

Question #19 *Topic 1*

Universal Containers needs its sales reps to be able to only execute prompt templates.
What should an AI Specialist recommend to achieve this requirement?

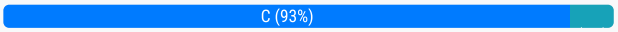
A. Prompt Template Manager permission set

B. Prompt Execute Template permission set

C. Prompt Template User permission set

Suggested Answer: *C*

Community vote distribution



Bt747 Highly Voted 1 year, 10 months ago

To enable sales reps to execute prompt templates, an AI Specialist should recommend assigning the Prompt Template User permission set and the Einstein Prompt Templates permission set license to the sales reps. This will allow them to use the prompt templates without the ability to create or manage them.

upvoted 5 times

ETH777 Highly Voted 1 year, 10 months ago

There's no "Prompt Execute Template permission set".

upvoted 5 times

KMSM Most Recent 1 year, 7 months ago

It should be A. He needs Prompt template manager permission set

upvoted 1 times

zwb 1 year, 9 months ago

C is right. When you have a permission set with " Einstein Prompt Templates" license, you will have 2 system permissions. "Execute Prompt Templates" and "Manage Prompt Templates". Prompt Template User has the former permission enabled. Latter is for the manager who need to access Prompt Builder on the Setup.

upvoted 4 times

Question #20 *Topic 1*

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

A. Einstein Service Replies

B. Einstein Grounding

C. Einstein Reply Recommendations

Suggested Answer: *A*

Community vote distribution

A (100%)

pc1707 Most Recent 1 year, 7 months ago

Einstein Reply Recommendations suggests commonly used replies to agents during chat and messaging sessions, while Einstein Service Replies generates AI-powered, personalized responses to customer inquiries, grounded in knowledge articles and CRM data

upvoted 1 times

Sappaul 1 year, 7 months ago

A is right answer

upvoted 1 times

Question #21 *Topic 1*

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. Create Account Plan

B. Find Similar Deals

C. Create Close Plan

Suggested Answer: *C*

Community vote distribution

C (100%)

Sappaul Most Recent 1 year, 7 months ago

C is right

upvoted 1 times

92b6348 1 year, 10 months ago

The AI Specialist should recommend the Create Close Plan feature. This feature provides AI-generated plans containing guidance and steps for closing deals, helping sales reps reach their sales quotas.

upvoted 1 times

Question #22 *Topic 1*

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

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

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

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #23 *Topic 1*

What is the main purpose of Prompt Builder?

A. A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work.

B. A tool within Salesforce offering real-time AI-powered suggestions and guidance to users, improving productivity and decision-making.

C. A tool for developers to use in Visual Studio Code that creates prompts for Apex programming, assisting developers in writing code more efficiently.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #24 *Topic 1*

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

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

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

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

Suggested Answer: *B*

Community vote distribution

B (100%)

suddeb Most Recent 1 year, 10 months ago

I think B is correct. De-masking happens with Response data. Reference: https://help.salesforce.com/s/articleView?id=sf.generative_ai_trust_arch2.htm&type=5

upvoted 2 times

Question #25 *Topic 1*

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

A. SOAP API

B. Metadata API

C. REST API

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #26 *Topic 1*

Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. The goal is to enhance the team's performance by identifying areas for improvement and competitive intelligence.
Which feature provides insights about competitor mentions and coaching opportunities?

A. Einstein Sales Insights

B. Call Explorer

C. Call Summaries

Suggested Answer: *B*

Community vote distribution



0c07f62 Most Recent 1 year, 5 months ago

Call Explorer is part of Einstein Conversation Insights and is specifically designed to analyze voice and video call recordings

upvoted 1 times

pc1707 1 year, 7 months ago

Call Summaries- Call Summaries provide an AI-powered summary of the call, including customer feedback and next steps.

upvoted 1 times

Sappaul 1 year, 7 months ago

right answer is B There is nothing as Sales insight

upvoted 1 times

Question #27 *Topic 1*

Universal Containers (UC) wants to assess Salesforce's generative AI 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. Data Masking

B. Zero-Data Retention Policy

C. Prompt Defense

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #28 *Topic 1*

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. Zero-data retention policy

B. Dynamic grounding with secure data retrieval

C. Data masking

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #29 *Topic 1*

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.

Suggested Answer: *B*

Community vote distribution



Aflow Most Recent 1 year, 9 months ago
There is non clone option
upvoted 1 times

Aflow 1 year, 9 months ago
It's best to clone a prompt template when you need to make significant changes to an existing prompt while still preserving the original version
upvoted 1 times

lutin 1 year, 9 months ago
A is correct. There is no Clone option.
upvoted 1 times

Genki_Sugisaki 1 year, 10 months ago
I think A is correct
upvoted 2 times

Question #30 *Topic 1*

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

Suggested Answer: *A*

Community vote distribution

B (100%)

pc1707 Most Recent 1 year, 7 months ago

Keywords:"high volume of chat interactions", "knowledge base". E Reply Recom system analyzes the ongoing chat and recommends pre-written or dynamically generated replies to the agent. These recommendations can be based on the knowledge base to ensure accuracy and consistency.

upvoted 1 times

Aflow 1 year, 9 months ago

The Einstein for Service feature that should be used is Einstein Reply Recommendations. This feature leverages AI to suggest relevant and pre-approved responses based on past chat interactions, ensuring agents can quickly respond with consistent and accurate information from the company's knowledge base, maintaining a high level of quality while handling a large volume of inquiries.

upvoted 1 times

Question #31 *Topic 1*

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency.
Which Salesforce feature should a Salesforce AI Specialist recommend to address these concerns?

A. Einstein Recommendation Builder

B. Einstein Copilot Action: Query Records

C. Einstein Prompt Builder and Prompt Templates

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #32 *Topic 1*

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 Insights

B. Call Explorer

C. Call Summaries

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #33 *Topic 1*

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page. After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

A. Turn on Einstein Copilot.

B. Turn on Prompt Builder.

C. Turn on Einstein Generative AI.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #34 *Topic 1*

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 response from the LLM based on the sample record.

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

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

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #35 *Topic 1*

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.
What does a safety category score of 1 indicate in the Einstein Generative AI Toxicity Score?

A. Moderately safe

B. Not safe

C. Safe

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #36 *Topic 1*

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.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #37 *Topic 1*

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features.
Which Einstein Generative AI feature should an AI Specialist recommend to help the rep get the details they might have missed during a conversation?

A. Sales Summary

B. Call Explorer

C. Call Summary

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #38 *Topic 1*

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.
What should an AI Specialist recommend?

A. Use Flow and External Services to bring data from an external LLM.

B. Use BYO-LLM functionality in Einstein Studio.

C. Use Apex to connect to an external LLM and ground the prompt.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #39 *Topic 1*

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.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #40 *Topic 1*

Universal Containers is planning a marketing email about products that most closely match a customer's expressed interests.
What should an AI Specialist recommend to generate this email?

A. Custom sales email template which is grounded with interest and product information

B. Standard email draft with Einstein and choose standard email template

C. Standard email marketing template using Apex or flows for matching interest in products

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #41 *Topic 1*

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 large language model (LLM) was not configured correctly in Data Cloud.

B. The Prompt Template Manager permission set was not assigned correctly.

C. The Prompt Template User permission set was not assigned correctly.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #42 *Topic 1*

Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing autolaunched 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. Configure the Integration Flow Standard Action in Einstein Copilot.

B. Create a custom copilot action which calls a flow.

C. Create a Flex prompt template in Prompt Builder.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #43 *Topic 1*

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

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

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

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

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #44 *Topic 1*

Universal Containers wants to be able to detect with a high level of confidence if content generated by a large language model (LLM) contains toxic language.
Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

A. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.

B. Access the Toxicity Detection log in Setup and export all entries where isToxicitvDetected is true.

C. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #45 *Topic 1*

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. In 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.

Suggested Answer: *B*

Community vote distribution



cvngo Most Recent 1 year, 1 month ago

Feel like it would be C. I cannot find any Salesforce articles that references Dynamic Panel or Dynamic Debugging when it comes to Copilot Builder, only Dynamic Plan. However, Event Log is mentioned for reviewing and troubleshooting: https://help.salesforce.com/s/articleView?id=release-notes.rn_einstein_copilot_builder.htm&release=248&type=5

upvoted 1 times

csc177 1 year, 8 months ago

Event logs is answer

upvoted 1 times

reg92game 1 year, 9 months ago

https://help.salesforce.com/s/articleView?id=release-notes.rn_einstein_copilot_builder.htm&language=en_US&release=248&type=5 becase the dynamic debugging needs to be also turn on.

upvoted 2 times

Question #46 *Topic 1*

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record.
What is the most likely explanation for why the draft email shows these placeholders?

A. The user's locale language is not supported by Prompt Builder.

B. The user does not have Einstein Sales Emails permission assigned.

C. The user does not have permission to access the fields.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!