1 of 60. 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?

C

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

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

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2 of 60. 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. ○ A merge field has not been inserted in the prompt.
- C. ● The prompt has not been saved and activated.

A

☐ Mark this item for later review.

Comments:

3 of 60. An AI Specialist wants to include data from the response of external service invocation (REST API callout) into the prompt template.

How should the AI Specialist meet this requirement?

A. ○ Use "Add Prompt Instructions" flow element.
B. ◉ Use External Service Record merge fields.
C. ○ Convert the JSON to an XML merge field.

A

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

4 of 60. 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

C

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

5 of 60. 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 data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities.
C. ● Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.

A

☑ Mark this item for later review.

Comments:

Please Provide Feedback here...

6 of 60. 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?

C

- A. ○ Einstein Recommendation Builder
- B. ○ Einstein Copilot Action: Query Records
- C. ◉ Einstein Prompt Builder and Prompt Templates

☐ Mark this item for later review.

Time Remaining: 01:35:30 Hide

7 of 60. An AI Specialist wants to use the related lists from an account in a custom prompt template.

What should the AI Specialist consider when configuring the prompt template?

B

- A. ○ The text encoding (for example, UTF-8, ASCII) option
- B. ◉ The maximum number of related list merge fields
- C. ○ The choice between XML and JSON rendering formats for the list

☐ Mark this item for later review.

Time Remaining: 01:34:50 Hide

8 of 60. 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.

B

What is the most likely explanation for why the draft email shows these placeholders?

- A. ○ The user does not have Einstein Sales Emails permission assigned.
- B. ◉ The user does not have permission to access the fields.
- C. ○ The user's locale language is not supported by Prompt Builder.

☐ Mark this item for later review.

Time Remaining: 01:33:47 (Hide)

9 of 60. What is the correct process to leverage Prompt Builder in a Salesforce org?

C

A. ○ 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.

B. ○ 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.

C. ◉ 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.

☐ Mark this item for later review.

Time Remaining: 01:33:05 (Hide)

10 of 60. Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

B

A. ○ Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.

B. ◉ Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.

C. ○ Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

☐ Mark this item for later review.

Comments:

Time Remaining: 01:32:09 (Hide)

11 of 60. 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

A

How should the AI Specialist obtain related items?

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

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

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

☐ Mark this item for later review.

Time Remaining: 01:31:19 Hide

12 of 60. 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. **B**
- C. ◯ Revert to using the standard template without modifications.

☐ Mark this item for later review.

Time Remaining: 01:30:42 Hide

13 of 60. 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 formula fields to reference the Einstein related list of opportunities.
- B. ◉ Use merge fields to reference the default related list of opportunities. **B**
- C. ◯ Use the merge fields to reference a custom related list of opportunities.

☐ Mark this item for later review.

Time Remaining: 01:30:02 Hide

14 of 60.
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. ◯ Add the fine-tuned LLM in Einstein Studio Model Builder.
- B. ◉ Enable model endpoint on OpenAI and make callouts to the model to generate emails.
- C. ◯ Create an application of the custom LLM and embed it in Sales Cloud via iFrame.

☐ Mark this item for later review. **A**

Comments:

Time Remaining: 01:29:11 Hide

15 of 60. Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users.

When would Einstein Copilot implementation be most advantageous?

A. ◉ When the goal is to streamline customer support processes and improve response times
B. ○ When the main objective is to enhance data security and compliance measures
C. ○ When the focus is on optimizing marketing campaigns and strategies

☐ Mark this item for later review.

A

Comments:

Time Remaining: 01:28:33 Hide

16 of 60. 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.   A
B. ◉ Responses that do not meet the relevance threshold will be automatically rejected.
C. ○ Masked data will be de-masked during request journey.

☐ Mark this item for later review.

Time Remaining: 01:27:52 Hide

17 of 60. Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates.

Which type of flow should UC use?

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

☐ Mark this item for later review.

18 of 60. 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

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

☐ Mark this item for later review.

Comments:

Please Provide Feedback here

19 of 60. A data scientist needs to view and manage models in Einstein Studio. The data scientist also needs to create prompt templates in Prompt Builder.

A

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

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Time Remaining: 01:25:09 Hide

20 of 60. 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.

C

☐ Mark this item for later review.

Comments:

Please Provide Feedback here

Time Remaining: 01:24:28 Hide

21 of 60. 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.

A

What is a possible explanation for the poor prompt performance?

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

☐ Mark this item for later review.

Comments:

Please Provide Feedback here

Time Remaining: 01:23:49 Hide

22 of 60. What is best practice when refining Einstein Copilot custom action instructions?

A

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.

☐ Mark this item for later review.

Comments:

Time Remaining: 01:23:00 Hide

23 of 60. Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC wishes to create a digest of account action plans using the generative API feature.

Which API service should UC use to meet this requirement?

A. ⦿ REST API   **A**
B. ◯ SOAP API
C. ◯ Metadata API

☐ Mark this item for later review.

Time Remaining: 01:21:05 Hide

24 of 60. Universal Containers' service team wants to customize the standard case summary response from Einstein Copilot.

What should the AI Specialist do to achieve this? **C**

A. ◯ Customize the standard Record Summary template for the Case object.
B. ◯ Summarize the Case with a standard copilot action.
C. ⦿ Create a custom Record Summary prompt template for the Case object.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Time Remaining: 01:20:17 Hide

25 of 60. 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? **B**

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

☐ Mark this item for later review.

Comments:

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. ● Zero-Data Retention Policy

A

B. ○ Data Masking

C. ○ Prompt Defense

☐ Mark this item for later review.

Comments:

Time Remaining: 01:19:00 (Hide)

27 of 60. 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?

C

A. ○ Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.

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

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

☐ Mark this item for later review.

28 of 60. 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?

B

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

☐ Mark this item for later review.

Comments:

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29 of 60. 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?

B

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.

☐ Mark this item for later review.

Note: Any note

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30 of 60. Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog.

Which type of prompt template should UC use?

A. ○ Record summary prompt template
B. ○ Email generation prompt template
C. ◉ Flex prompt template

C

☐ Mark this item for later review.

Time Remaining: 01:15:36 Hide

31 of 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

C

☐ Mark this item for later review.

Comments:

Time Remaining: 01:15:02 Hide

32 of 60. 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

C

☐ Mark this item for later review.

Time Remaining: 01:14:21 Hide

33 of 60. 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. ◉ Call Summary
- B. ○ Call Explorer
- C. ○ Sales Summary

A

☐ Mark this item for later review.

Salesforce Certified AI Specialist

Time Remaining: 01:13:38 Hide

34 of 60. 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. ⭕ Create a Flex prompt template in Prompt Builder.
B. ⦿ Create a custom copilot action which calls a flow. **B**
C. ⭕ Configure the Integration Flow Standard Action in Einstein Copilot.

☐ Mark this item for later review.

Salesforce Certified AI Specialist

Time Remaining: 01:12:56 Hide

35 of 60. 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 **B**
C. ⭕ Einstein Grounding

☐ Mark this item for later review.

Comments:

Salesforce Certified AI Specialist

Time Remaining: 01:12:14 Hide

36 of 60. 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? **B**

A. ⭕ Einstein Email Replies
B. ⭕ Einstein Service Replies for Email
C. ⦿ Einstein Generative Service Replies for Email

☐ Mark this item for later review.

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. ◯ Action Triggers

B. ◯ Output Types

C. ◉ Instructions

C

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified AI Specialist

Time Remaining: 01:10:51 (Hide)

38 of 60. 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?

B

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.

☐ Mark this item for later review.

Comments:

Salesforce Certified AI Specialist

Time Remaining: 01:10:19 (Hide)

39 of 60. Universal Containers is very concerned about security compliance and wants to understand:

- Which prompt text is sent to the large language model (LLM)
- How it is masked
- The masked response

What should the AI Specialist recommend?

A. ◉ Ingest the Einstein Shield Event logs into CRM Analytics.

B. ◯ Review the debug logs of the running user.

C. ◯ Enable audit trail in the Einstein Trust Layer.

C

☐ Mark this item for later review.

40 of 60. Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation.

Which features should the AI Specialist recommend?

A. ⦿ Service Replies and Case Summaries **A**

B. ◯ Service Replies and Work Summaries

C. ◯ Reply Recommendations and Sales Summaries

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

41 of 60. 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: Find Similar Opportunities

B. ⦿ Einstein Copilot Action: Draft or Revise Sales Email **B**

C. ◯ Einstein Copilot Action: Summarize Record

☐ Mark this item for later review.

42 of 60. 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. ◯ Generative model

C. ⦿ Predictive model **A**

☐ Mark this item for later review.

Comments:

Time Remaining: 01:07:41 Hide

43 of 60. An AI Specialist at Universal Containers is working on a prompt template to generate personalized emails for product demonstration requests from customers. It is important for the AI-generated email to adhere strictly to the guidelines, using only associated opportunity information, and to encourage the recipient to take the desired action.

How should the AI Specialist include these instructions on a new line in the prompt template?

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

☐ Mark this item for later review.

Time Remaining: 01:07:13 Hide

44 of 60. Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer support reps and has started to assign some of the ongoing cases to newer reps.

Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

A. ○ Einstein Copilot
B. ○ Einstein Sales Summaries   C
C. ● Einstein Work Summaries

☐ Mark this item for later review.

Time Remaining: 01:06:44 Hide

45 of 60. Universal Containers (UC) wants to improve the efficiency of addressing customer questions and reduce agent handling time with AI-generated responses. The agents should be able to leverage their existing knowledge base and identify whether the responses are coming from the large language model (LLM) or from Salesforce Knowledge.

Which step should UC take to meet this requirement?

A. ○ Turn on Service AI Grounding, Grounding with Case, and Service Replies.
B. ● Turn on Service Replies, Service AI Grounding, and Grounding with Knowledge.
C. ○ Turn on Service AI Grounding and Grounding with Knowledge.

☐ Mark this item for later review.   B

Comments:

46 of 60. 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. ◯ Add new data masking rules in LLM setup.
- B. ⦿ Configure data masking in the Einstein Trust Layer setup.
- C. ◯ Enable data masking for sandbox refreshes.

B

☐ Mark this item for later review.

47 of 60. 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 within Salesforce offering real-time AI-powered suggestions and guidance to users, improving productivity and decision-making.
- C. ⦿ A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work

C

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified AI Specialist

Time Remaining: 01:04:53 (Hide)

48 of 60. The AI Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the AI Specialist take upon modifying the masked fields?

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

B

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified AI Specialist

Time Remaining: 01:04:24 (Hide)

49 of 60. 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

- 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.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

50 of 60. Before activating a custom copilot action, an AI Specialist would like to understand multiple real-world user utterances to ensure the action is being selected appropriately.

Which tool should the AI Specialist recommend?

A. ◉ Model Playground C

B. ○ Einstein Copilot

C. ○ Copilot Builder

☐ Mark this item for later review.

Comments:

51 of 60. 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

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.

☐ Mark this item for later review.

52 of 60. 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 B

C. ○ Contract Renewal Date prediction

☐ Mark this item for later review.

Comments:

53 of 60. 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 Close Plan
B. ◯ Find Similar Deals
C. ◯ Create Account Plan

A

☐ Mark this item for later review.

Comments:

54 of 60. 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

C

☐ Mark this item for later review.

55 of 60. Universal Containers plans to enhance the customer support team's productivity using AI.

Which specific use case necessitates the use of Prompt Builder?

A. ◉ Creating a draft of a support bulletin post for new product patches
B. ◯ Creating an AI-generated customer support agent performance score
C. ◯ Estimating support ticket volume based on historical data and seasonal trends

A

☐ Mark this item for later review.

Comments:

Time Remaining: 00:59:43 (Hide)

56 of 60. 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   C

☐ Mark this item for later review.

Comments:

| Please Provide Feedback here... |

Time Remaining: 00:59:04 (Hide)

57 of 60.
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. ○ Hallucination score and bias score
B. ● Response accuracy and offensiveness score   C
C. ○ Masked data and toxicity score

☐ Mark this item for later review.

Comments:

Time Remaining: 00:58:30 (Hide)

58 of 60. 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.   B

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. ○ Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
C. ○ Invoke a flow which makes a call to external data to create a Knowledge article.

☐ Mark this item for later review.

Note:
. . .

59 of 60. Where should the AI Specialist go to add/update actions assigned to a copilot?

C

- 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

☐ Mark this item for later review.

Comments:

> Please Provide Feedback here...

60 of 60. In Model Playground, which hyperparameters of an existing Salesforce-enabled foundational model can an AI Specialist change?

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

☐ Mark this item for later review.

Comments:

the desired item. When you are ready to submit your assessment, click the 'Submit Exam' button below to submit your responses and end the assessment.

Assessment Summary

Number of Items Answered:	60
Number of Items Unanswered:	0
Number of Items Marked for Review:	0

Answers

1. C	2. C	3. B	4. C
5. A	6. C	7. B	8. B
9. C	10. B	11. B	12. B
13. B	14. B	15. A	16. B
17. A	18. A	19. A	20. B
21. A	22. A	23. A	24. C
25. B	26. A	27. C	28. C
29. B	30. C	31. C	32. C
33. A	34. B	35. B	36. C
37. C	38. B	39. A	40. A
41. B	42. C	43. A	44. C
45. B	46. B	47. C	48. B
49. A	50. A	51. A	52. B
53. A	54. C	55. A	56. C
57. B	58. A	59. A	60. B