

Salesforce Certified AI Specialist

Time Remaining: 01:40:41 [Hide](#)

60 of 60. 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

C

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Comments:

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Time Remaining: 01:40:44 [Hide](#)

59 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. ☒ Response accuracy and offensiveness score
- B. ☐ Hallucination score and bias score
- C. ☐ Masked data and toxicity score

C

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Time Remaining: 01:40:48 [Hide](#)

58 of 60. 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.
- ☐ Mark this item for later review.

A

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Time Remaining: 01:40:51 [Hide](#)

57 of 60. 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.
- ☐ Mark this item for later review.

B

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Time Remaining: 01:40:55 Hide

56 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. ☒ 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.

B

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Time Remaining: 01:40:59 Hide

55 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. ☐ The prompt has not been saved and activated.
- C. ☐ A merge field has not been inserted in the prompt.

B

A

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Time Remaining: 01:41:03 [Hide](#)

54 of 60. 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

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Time Remaining: 01:41:07 [Hide](#)

53 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. ☒ 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.

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Time Remaining: 01:41:10 [Hide](#)

52 of 60.

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

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Time Remaining: 01:41:14 [Hide](#)

51 of 60. 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.

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Salesforce Certified AI Specialist

Time Remaining: 01:41:17 [Hide](#)

50 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. ☒ Find Similar Deals
- B. ☐ Create Account Plan
- C. ☐ Create Close Plan

C

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49 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.
- B. ☐ Masked data will be de-masked during request journey.
- C. ☐ Responses that do not meet the relevance threshold will be automatically rejected.

~~B~~

A

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Time Remaining: 01:41:24 [Hide](#)

48 of 60. 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~~ B

- 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.

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Time Remaining: 01:41:28 [Hide](#)

47 of 60. What is the role of the large language model (LLM) in executing an Einstein Copilot Action?

B

- A. ☒ Find similar requests and provide the 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

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46 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.

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.

☐ Mark this item for later review.

~~A~~

C

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45 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?

- 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.

☐ Mark this item for later review.

~~B~~

C

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Time Remaining: 01:41:38 [Hide](#)

44 of 60. 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

~~A~~

B

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43 of 60. 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?

C

- 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.

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42 of 60. 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

C

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Hide

41 of 60. 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.

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

C

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Time Remaining: 01:41:52 [Hide](#)

40 of 60. Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Einstein Copilot to improve its processes.

What is a key reason for implementing Einstein Copilot?

- A. ☒ Improving data entry and data cleansing
- B. ☐ Allowing AI to perform tasks without user interaction
- C. ☐ Streamlining workflows and automating repetitive tasks

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C

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Time Remaining: 01:41:56 [Hide](#)

39 of 60. 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 Einstein Generative AI.
- C. ☐ Turn on Prompt Builder.

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B

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38 of 60. 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.

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A

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37 of 60. Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom object, Competitor Analysis. All sales users have the same profile but one user cannot see the generative AI-enabled field icon next to the summary field.

What is the most likely cause of the issue?

- A. ☒ The user does not have the Prompt Template User permission set assigned.
- B. ☐ The prompt template associated with summary field is not activated for that user.
- C. ☐ The user does not have the field Generative AI User permission set assigned.

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~~C~~

A

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36 of 60.

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.

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A

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Time Remaining: 01:42:12 [Hide](#)

35 of 60. 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

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A

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Time Remaining: 01:42:15 Hide

34 of 60. How should an organization use the Einstein Trust layer to audit, track, and view masked data?

- A. ☒ Utilize the audit trail that captures and stores all LLM submitted prompts in Data Cloud.
- B. ☐ In Setup, use Prompt Builder to send a prompt to the LLM requesting for the masked data.
- C. ☐ Access the audit trail in Setup and export all user-generated prompts.

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A

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Time Remaining: 01:42:20 Hide

33 of 60. 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.

~~B~~

C

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

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Time Remaining: 01:42:24 [Hide](#)

32 of 60. 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. ☒ Call Summaries
- B. ☐ Einstein Sales Insights
- C. ☐ Call Explorer

C

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Time Remaining: 01:42:27 [Hide](#)

31 of 60. 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

~~B~~

C

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Time Remaining: 01:42:31 [Hide](#)

30 of 60. Universal Containers plans to implement prompt templates that utilize the standard foundation models.

What should the AI Specialist consider when building prompt templates in Prompt Builder?

B

- A. ☒ Include multiple-choice questions within the prompt to test the LLM's understanding of the context.
- B. ☐ Ask it to role-play as a character in the prompt template to provide more context to the LLM.
- C. ☐ Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

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29 of 60. 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

- A. ☒ Service AI Grounding
- B. ☐ Work Summaries
- C. ☐ Service Replies

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Time Remaining: 01:42:39 [Hide](#)

28 of 60. 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

B

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Time Remaining: 01:42:42 [Hide](#)

27 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 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.

B

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Time Remaining: 01:42:46 [Hide](#)

26 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?

- A. ☒ Einstein Email Replies
- B. ☐ Einstein Service Replies for Email
- C. ☐ Einstein Generative Service Replies for Email



B

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Time Remaining: 01:42:50 [Hide](#)

25 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. ☐ Template-triggered prompt flow
- C. ☐ Unified-object linking flow



B

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Time Remaining: 01:42:54 [Hide](#)

23 of 60. 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.

What does a safety category score of 1 indicate in the Einstein Generative AI Toxicity Score?

- A. ☐ Not safe
- B. ☐ Safe
- C. ☐ Moderately safe

B

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Time Remaining: 01:42:57 [Hide](#)

23 of 60. 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.

What does a safety category score of 1 indicate in the Einstein Generative AI Toxicity Score?

- A. ☒ Not safe
- B. ☐ Safe
- C. ☐ Moderately safe

B

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22 of 60. 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.

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Time Remaining: 01:43:04 Hide

21 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?

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

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Time Remaining: 01:43:08 [Hide](#)

20 of 60. Universal Containers wants to use an external large language model (LLM) in Prompt Builder.

What should an AI Specialist recommend?

B

- A. ☒ Use Apex to connect to an external LLM and ground the prompt.
- B. ☐ Use BYO-LLM functionality in Einstein Studio.
- C. ☐ Use Flow and External Services to bring data from an external LLM.

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Time Remaining: 01:43:11 [Hide](#)

19 of 60. 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?

~~B~~

C

- 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.

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18 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 (""").
- B. ☐ Make sure merged fields are defined.
- C. ☐ Use curly brackets {} to encapsulate instructions.

A

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17 of 60. 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

B

A

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16 of 60. Based on the user utterance, "Show me all the customers in New York", which standard Einstein Copilot action will the planner service use?

- A. ☒ Query Records
- B. ☐ Select Records
- C. ☐ Fetch Records

A

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15 of 60. 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.

~~C~~

A

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Time Remaining: 01:43:29 [Hide](#)

14 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 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.

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13 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?

- 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

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12 of 60. 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.

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C

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Time Remaining: 01:43:39 Hide

11 of 60. Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one."

How should UC achieve this in Einstein Copilot?

- A. ☒ Use the standard Copilot action.
- B. ☐ Create a custom Copilot action calling a flow.
- C. ☐ Create a custom Copilot action calling an Apex class.

~~B~~

A

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10 of 60. 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. ☒ Standard email marketing template using Apex or flows for matching interest in products
- B. ☐ Custom sales email template which is grounded with interest and product information
- C. ☐ Standard email draft with Einstein and choose standard email template

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B

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9 of 60. An AI Specialist is creating a custom action in Einstein Copilot.

Which option is available for the AI Specialist to choose for the custom copilot action?

- A. ☒ Apex trigger
- B. ☐ SOQL
- C. ☐ Flows

☐ Mark this item for later review.

C

Comments:

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Time Remaining: 01:43:49 Hide

8 of 60. 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. ☒ Prompt Defense
- B. ☐ Zero-Data Retention Policy
- C. ☐ Data Masking

B

☐ Mark this item for later review.

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Time Remaining: 01:43:53 Hide

7 of 60. 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.

☐ Mark this item for later review.

B

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Time Remaining: 01:43:57 [Hide](#)

6 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. ☒ Convert the JSON to an XML merge field.
- B. ☐ Use External Service Record merge fields.
- C. ☐ Use "Add Prompt Instructions" flow element.

~~B~~

C

☐ Mark this item for later review.

Comments:

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Time Remaining: 01:44:01 [Hide](#)

5 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
- B. ☐ Metadata API
- C. ☐ SOAP API

A

☐ Mark this item for later review.

Comments:

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Time Remaining: 01:44:04 [Hide](#)

4 of 60. 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

B

☐ Mark this item for later review.

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Time Remaining: 01:44:09 [Hide](#)

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

☐ Mark this item for later review.

B

Comments:

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Time Remaining: 01:44:12 [Hide](#)

2 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. ☒ 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.

A

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Time Remaining: 01:44:35 [Hide](#)

1 of 60. Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email.

After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

- A. ☐ Make Less Formal
- B. ☐ Enhance Friendliness
- C. ☐ Optimize for Clarity

A

☐ Mark this item for later review.

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