PASS QUESTION

QUESTION & ANSWER

HIGHER QUALITY, BETTER SERVICE

Exam : Salesforce Agentforce Specialist

Title : Salesforce Agentforce Specialist

Version : DEMO

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

Which prompt template type should the AI Specialist recommend?

A. Sales Email

B. Field Generation

C. Record Summary

Answer: B

Explanation:

The correct answer is Field Generation because this template type is designed to dynamically populate form fields with content generated by a large language model (LLM). In this scenario, leadership wants a dynamic form field that contains a summary or description generated by AI to aid customer interactions. Additionally, they want to keep a human in the loop, meaning the generated content will likely be reviewed or edited by a person before it's finalized, which aligns with the Field Generation prompt template.

Field Generation: This prompt type allows you to generate content for specific fields in Salesforce, leveraging large language models to create dynamic and contextual information. It ensures that AI content is available within the record where needed, but it allows human oversight or review, supporting the "human-in-the-loop" strategy.

Sales Email: This prompt type is mainly used for generating email content for outreach or responses, which doesn't align directly with populating fields in a form.

Record Summary: While this option might seem close, it is typically used to summarize entire records for high-level insights rather than filling specific fields with dynamic content based on AI generation.

Salesforce AI Specialist

Reference: You can explore more about these prompt templates and AI capabilities through Salesforce documentation and official resources on Prompt Builder:

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

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

Which audit data is available using the Einstein Trust Layer?

A. Response accuracy and offensiveness score

B. Hallucination score and bias score

C. Masked data and toxicity score

Answer: C

Explanation:

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment.

The audit data available through the Einstein Trust Layer includes information about masked data— which ensures sensitive information is not exposed—and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

Reference: Salesforce AI Specialist Documentation - Einstein Trust Layer: Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to

maintain compliance and trust.

3.Universal Containers wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template.
What should the AI Specialist recommend?
A. Create a Flex template to add resources with standard and custom objects as inputs.
B. Create a prompt template passing in a special custom object that connects the records temporarily,
C. Create a prompt template-triggered flow to access the data from standard and custom objects.
Answer: A
Explanation:
Universal Containers needs to generate a sales proposal using data from multiple unrelated standard and custom objects within a prompt template. The most effective way to achieve this is by using a Flex template.
Flex templates in Salesforce allow AI specialists to create prompt templates that can accept inputs from multiple sources, including various standard and custom objects. This flexibility enables the direct use of data from unrelated objects without the need to create intermediary custom objects or complex flows.
Reference: Salesforce AI Specialist Documentation - Flex Templates: Explains how Flex templates can be utilized to incorporate data from multiple sources, providing a flexible solution for complex data requirements in prompt templates.

4.What is an AI Specialist able to do when the "Enrich event logs with conversation data" setting in Einstein Copilot is enabled?
A. View the user click path that led to each copilot action.
B. View session data including user Input and copilot responses for sessions over the past 7 days.
C. Generate details reports on all Copilot conversations over any time period.
Answer: B
Explanation:
When the "Enrich event logs with conversation data" setting is enabled in Einstein Copilot, it allows an AI Specialist or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.
This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping AI specialists track AI behavior and user engagement.
Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.
Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.
Salesforce AI Specialist
Reference: You can refer to this documentation for further insights:
https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

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

What should an AI Specialist recommend to resolve the issue?

A. Enable data masking for sandbox refreshes.

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

C. Add new data masking rules in LLM setup.

Answer: B

Explanation:

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

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

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

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

Salesforce AI Specialist

Reference: For more information, refer to:

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