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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	Generative AI in CRM Applications: This part of the exam assesses AI specialists' knowledge of generative AI within CRM systems. It covers the use of generative AI features in Einstein for Sales and Einstein for Service.

Topic 2	Model Builder: This portion of the exam focuses on Salesforce AI specialists' expertise in working with AI models within Salesforce environments. Candidates will need to demonstrate knowledge of when to use the Model Builder and how to configure standard, custom, or Bring Your Own Large Language Model (BYOLLM) generative models to meet business needs.
Topic 3	Agentforce Tools: In this topic, AI specialists get knowledge using agents when it is appropriate. Moreover, the topic explains the working of agents and reasoning engine powers Agentforce. Lastly, the topic focuses on managing and monitoring agent adoption.
Topic 4	Prompt Builder: This section evaluates the expertise of AI specialists working with Salesforce's AI tools. It focuses on the Prompt Builder feature, requiring candidates to understand its usage based on business needs.
Topic 5	Einstein Trust Layer: This section evaluates the skills of Salesforce AI specialists responsible for implementing security protocols and safeguarding data privacy. It emphasizes the security, privacy, and foundational features of the Einstein Trust Layer.

Salesforce Certified AI Specialist Exam Sample Questions (Q136-Q141):

NEW QUESTION # 136

Which configuration must an AI Specialist complete for users to access generative AI-enabled fields in the Salesforce mobile app?

- A. Enable Mobile Prompt Responses.
- B. Enable Mobile Generative AI.
- C. Enable Dynamic Forms on Mobile.

Answer: B

Explanation:

* Context of the Question

* Universal Containers (UC) has generative AI-enabled fields that users can access in the desktop experience.

* The AI Specialist needs these same fields to be visible and usable in the Salesforce Mobile App.

* Why Dynamic Forms on Mobile?

* Dynamic Forms allow you to configure record pages so that fields and sections can appear or be hidden based on certain criteria.

* When you enable "Dynamic Forms for Mobile," any generative AI-enabled fields placed on the dynamic layout become accessible in the Salesforce mobile experience.

* There is no standard Setup option labeled "Enable Mobile Generative AI" or "Enable Mobile Prompt Responses" as a universal toggle; the existing official approach is to ensure dynamic forms (and the relevant fields) are supported on mobile.

* Conclusion

* Ensuring that these AI-driven fields are visible on mobile is accomplished by turning on Dynamic Forms on Mobile and adding those fields to the dynamic layout. Therefore, Option C is correct.

Salesforce AI Specialist References & Documents

* Salesforce Documentation: Dynamic Forms Overview Explains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.

* Salesforce AI Specialist Study Guide Reiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION # 137

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. Select the latest Opportunities related list as a merge field.
- C. Create a flow to retrieve the opportunity information.

Answer: C

Explanation:

To gather the necessary data for populating the Latest Opportunities Summary custom field on the Account object with information from the three most recently opened opportunities, the AI Specialist should create a flow. A flow can be configured to query and retrieve the required opportunity records based on criteria such as their open date. Once the flow has gathered the necessary data, it can be used in a prompt template or other automation processes to populate the custom field on the Account record.

Option A is correct because creating a flow allows for dynamic data retrieval and control over the logic for selecting the most recent opportunities.

Option B and Option C do not provide sufficient control or data retrieval capabilities needed for this scenario.

Reference:

Salesforce Flow Documentation: <https://help.salesforce.com/s/articleView?id=sf.flow.htm>

NEW QUESTION # 138

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template. Which flow element should UC use?

- A. Add Flow Instructions
- B. Add Flex Instructions
- C. Add Prompt Instructions

Answer: A

Explanation:

* Context of the Question

* Universal Containers (UC) wants to build a Flex prompt template that uses data returned by a Flow.

* "Flex Prompt Templates" allow admins and AI Specialists to incorporate external or dynamic data into generative AI prompts.

* Why "Add Flow Instructions" Is Needed

* Passing Flow Data into Prompt Templates: When configuring the prompt, you must specify how data from the running Flow is passed into the Flex template. The designated element for that is typically "Flow Instructions," which map the Flow outputs to the prompt.

* Other Options:

* Add Flex Instructions: Typically controls how the AI responds or structures the output, not how to bring Flow data into the template.

* Add Prompt Instructions: Usually for static or manual instructions that shape the AI's response, rather than referencing dynamic data from the Flow.

* Outcome

* "Add Flow Instructions" ensures the prompt can dynamically use the data that the Flow returns- making Option C correct.

Salesforce AI Specialist References & Documents

* Salesforce Help & Training: Using Prompt Templates with Flow Explains how to pass Flow variables into a prompt template via a specialized step (e.g., "Flow Instructions").

* Salesforce AI Specialist Study Guide Outlines how to configure generative AI prompts that reference real-time Flow data.

NEW QUESTION # 139

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.

Answer: A

Explanation:

Prompt Builder is designed to help organizations create and configure reusable prompts for large language models (LLMs). By integrating generative AI responses into workflows, Prompt Builder enables customization of AI prompts that interact with Salesforce data and automate complex processes. This tool is especially useful for creating tailored and consistent AI-generated content in various business contexts, including customer service and sales.

* It is not a tool for Apex programming (as in option A).

* It is also not limited to real-time suggestions as mentioned in option C. Instead, it provides a flexible way for companies to manage and customize how AI-driven responses are generated and used in their workflows.

References:

* Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION # 140

Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization.

What should the AI Specialist recommend?

- **A. Agent Analytics**
- B. Agentforce Analytics
- C. Agent Studio Analytics

Answer: A

Explanation:

* Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.

* Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.

* Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.

Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.

NEW QUESTION # 141

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