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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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.
Topic 5	• 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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q19-Q24):

NEW QUESTION # 19
Before activating a custom copilot action, an AI Specialist would like is to understand multiple real-world user utterances to ensure the action being selected appropriately.
Which tool should the AI Specialist recommend?

- A. Copilot Builder
- B. Einstein Copilot
- C. Model Playground

Answer: A

Explanation:
To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool isCopilot Builder. This tool allows AI Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases.Copilot Builderprovides the ability to test, refine, and improve actions based on real-world utterances.
* Option Cis correct asCopilot Builderis designed for configuring and testing conversational actions.
* Option A(Model Playground) is used for testing models, not user utterances.
* Option B(Einstein Copilot) refers to the conversational interface but isn't the right tool for designing and testing actions.
References:
* Salesforce Copilot Builder Overview:https://help.salesforce.com/s/articleView?id=sf.
einstein_copilot_builder.htm

NEW QUESTION # 20
An AI Specialist at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.
1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI_Analysis_c as the target field.
After creating the prompt template, the AI Specialist saves, tests, and activates it. Howsoever, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the AI Specialist was editing the field, it was behaving as a normal field.
Which critical step did the AI Specialist miss?

- A. They forgot that the Case Object is not supported for Add generation as Feinstein Service Replies should be used instead.
- B. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.
- C. They forgot to edit the Lightning page layout and associate the field to a prompt template

Answer: C

Explanation:
For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the templatewill result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.
* Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.
* Case objects are supported for Field Generation (B is incorrect).

NEW QUESTION # 21
An Al 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 merge fields to reference the default related list of opportunities.
- B. Use formula fields to reference the Einstein related list of opportunities.
- C. Use the merge fields to reference a custom related list of opportunities.

Answer: A

Explanation:
In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.
Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the AI Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.
Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.
Salesforce References:
* Merge Fields in Templates: https://help.salesforce.com/s/articleView?id=000387601&type=1
* Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta
/salesforce_ai/grounding_data_prompts

NEW QUESTION # 22
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, verify the utterance entered by the user and review session event logs for debug information.
- C. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.

Answer: A

Explanation:
When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the AI Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.
* Option B, confirming selected actions and observing the Input and Output sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.
* Option C, verifying the user utterance and reviewing session event logs, could provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.
Salesforce AI Specialist References:To explore more about dynamic debugging in Copilot Builder, see:
https://help.salesforce.com/s/articleView?id=sf.copilot_custom_action_debugging.htm

NEW QUESTION # 23
Universal Containers has a new AI project.
What should an AI Specialist consider when adding a related list on the Account object to be used in the prompt template?

- A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
- B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- C. The fields for the related list are based on the default page layout of the Account for the current user.

Answer: A

Explanation:

* Context of the QuestionUniversal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.
* Prompt Builder Behavior
* Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.
* Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.
* Why Option A is Correct
* Direct Alignment with the Standard Process: The recommended approach in Salesforce's documentation is to select a related list and then use the field picker to add the necessary fields into your AI prompt. This ensures the prompt has exactly the data you need from that related list.
* Why Not Option B (JSON Formatting)
* No Mandatory JSON Requirement: Although you can structure data as JSON if you desire advanced formatting, Prompt Builder does not require you to manually assign thefields from the related list in JSON. The platform automatically handles how the data is passed along in the background.
* Why Not Option C (Default Page Layout)
* Independent of Page Layout: Prompt Builder does not rely strictly on the default page layout for fields. You can configure the fields you want from the related list, independent of how the user's page layout is set up in the UI.
* ConclusionSince the official Salesforce approach involves selecting a related list and then using the field picker to insert merge fields,Option Ais the correct and verified answer.
Salesforce AI Specialist References & Documents
* Salesforce Official Documentation:Prompt Builder BasicsExplains how to reference objects and related lists when building AI prompts.
* Salesforce Trailhead:Get Started with Prompt BuilderProvides hands-on exercises demonstrating how to pick fields from related objects or lists.
* Salesforce AI Specialist Study GuideOutlines best practices for referencing related records and fields in generative AI prompts.

NEW QUESTION # 24

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