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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q31-Q36):

NEW QUESTION # 31

An AI Specialist needs to enable the use of Sales Email prompt templates for the sales team. The AI Specialist has already created the templates in Prompt Builder.

According to best practices, which steps should the AI Specialist take to ensure the sales team can use these templates?

- A. Assign the Prompt Template Manager permission set and enable Sales Emails in setup.
- B. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.
- C. Assign the Prompt Template User permission set and enable Sales Emails in Setup.

Answer: C

Explanation:

To enable Sales Email prompt templates:

* Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.

* Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.

* Option B (Manager permission set): Required for creating/modifying templates, not for usage.

* Option C (Data Cloud Admin): Unrelated to prompt template access.

References:

* Salesforce Help: Prompt Template Permissions

* Specifies that "Prompt Template User" is required to leverage templates in workflows.

* Sales Email Setup outlines enabling the feature in Setup.

NEW QUESTION # 32

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. Save as New Version and edit as needed.
- C. Clone the existing template and modify as needed.

Answer: A

Explanation:

When an active standard email prompt template doesn't meet the business requirements, the best approach is to clone the existing template and modify it as needed. Cloning allows the AI Specialist to preserve the original template while making adjustments to fit specific business needs. This ensures that any customizations are applied without altering the original standard template.

Saving as a new version is typically used for versioning changes in the same template, while Save as New Template creates a brand-new template without linking to the existing one. Cloning provides a balance, allowing modifications while retaining the original structure for future reference.

For more details, refer to Salesforce Prompt Builder documentation for guidance on cloning and modifying templates.

NEW QUESTION # 33

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.

Answer: A

NEW QUESTION # 34

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 and Grounding with Knowledge.
- B. Turn on Service Replies, Service AI Grounding, and Grounding with Knowledge.
- C. Turn on Service AI Grounding, Grounding with Case, and Service Replies.

Answer: A

Explanation:

To meet Universal Containers' goal of improving efficiency and reducing agent handling time with AI- generated responses, the best approach is to enable Service Replies, Service AI Grounding, and Grounding with Knowledge.

* Service Replies generates responses automatically.

* Service AI Grounding ensures that the AI is using relevant case data.

* Grounding with Knowledge ensures that responses are backed by Salesforce Knowledge articles, allowing agents to identify whether a response is coming from the LLM or Salesforce Knowledge.

* Option C does not include Service Replies, which is necessary for generating AI responses.

* Option A lacks the Grounding with Knowledge, which is essential for identifying response sources.

For more details, refer to Salesforce Service AI documentation on grounding and service replies.

NEW QUESTION # 35

When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

- A. Einstein Grounding
- B. Einstein Reply Recommendations
- C. Einstein Service Replies

Answer: C

Explanation:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.

Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.

Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

Reference:

Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

NEW QUESTION # 36

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