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Of course, the future is full of unknowns and challenges for everyone. Even so, we all hope that we can have a bright future. Pass the Salesforce-AI-Specialist exam, for most people, is an ability to live the life they want, and the realization of these goals needs to be established on a good basis of having a good job. A good job requires a certain amount of competence, and the most intuitive way to measure competence is whether you get a series of the test Salesforce-AI-Specialist Certification and obtain enough qualifications.

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	• 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 4	• 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 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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q153-Q158):

NEW QUESTION # 153
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 Reply Recommendations
- B. Einstein Knowledge Recommendations
- C. Einstein Service Replies

Answer: A

Explanation:
The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization's knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system, ensuring that responses are aligned with organizational standards.
* Einstein Service Replies(Option A) is focused on generating replies but doesn't have the same emphasis on grounding responses in the knowledge base.
* Einstein Knowledge Recommendations(Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles than providing automated or AI-generated responses to customers.
Salesforce AI Specialist References:For more information on Einstein Reply Recommendations:https://help.
salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview.htm

NEW QUESTION # 154
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. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
- B. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- C. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

Answer: B

Explanation:
To provide the sales team with insights into product and competitor names mentioned during calls, Universal Containers should:
Enable Einstein Conversation Insights: Activates the feature that analyzes call recordings for valuable insights.
Enable Sales Recording: Allows calls to be recorded within Salesforce without needing an external recording provider.
Assign Permission Sets: Grants the necessary permissions to sales team members to access and utilize conversation insights.

Customize Insights: Configure the system to track mentions of up to 50 products and 50 competitors, providing tailored insights relevant to the organization's needs.

Option C accurately reflects these steps. Option A mentions defining recording managers but omits enabling sales recording within Salesforce. Option B suggests connecting a recording provider and limits customization to 25 products, which does not fully meet UC's requirements.

Reference:

Salesforce AI Specialist Documentation - Setting Up Einstein Conversation Insights: Provides instructions on enabling conversation insights and sales recording.

Salesforce Help - Customizing Conversation Insights: Details how to customize insights with up to 50 products and competitors.

Salesforce AI Specialist Exam Guide: Outlines best practices for implementing AI features like Einstein Conversation Insights in a sales context.

NEW QUESTION # 155

Which mechanism within the Einstein Trust Layer helps to ensure that personal data is handled in compliance with data protection regulations like GDPR?

- A. Prompt Defense
- B. Data Masking
- C. Toxicity Scoring

Answer: B

NEW QUESTION # 156

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 Reply Recommendations
- B. Einstein Knowledge Recommendations
- C. Einstein Service Replies

Answer: A

Explanation:

The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization's knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system, ensuring that responses are aligned with organizational standards.

Einstein Service Replies (Option A) is focused on generating replies but doesn't have the same emphasis on grounding responses in the knowledge base.

Einstein Knowledge Recommendations (Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles than providing automated or AI-generated responses to customers.

Salesforce AI Specialist Reference:

For more information on Einstein Reply Recommendations: https://help.salesforce.com/s/articleView?
id=sf.einstein_reply_recommendations_overview.htm

NEW QUESTION # 157

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the AI Specialist be aware of?

- A. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.
- B. Custom objects are supported only for Flex template types.
- C. Rich text area fields are only supported in Flex template types.

Answer: B

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template

types. This means that users must rely on Flex templates to integrate custom objects into their prompts.
* Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.
* Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.
* Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

NEW QUESTION # 158
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According to the statistic about candidates, we find that some of them take part in the Salesforce-AI-Specialist exam for the first time. Considering the inexperience of most candidates, we provide some free trail for our customers to have a basic knowledge of the Salesforce-AI-Specialist exam guide and get the hang of how to achieve the Salesforce-AI-Specialist exam certification in their first attempt. We also welcome the suggestions from our customers, as long as our clients propose rationally. We will adopt and consider it into the renovation of the Salesforce-AI-Specialist Exam Guide. Anyway, after your payment, you can enjoy the one-year free update service with our guarantee.

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