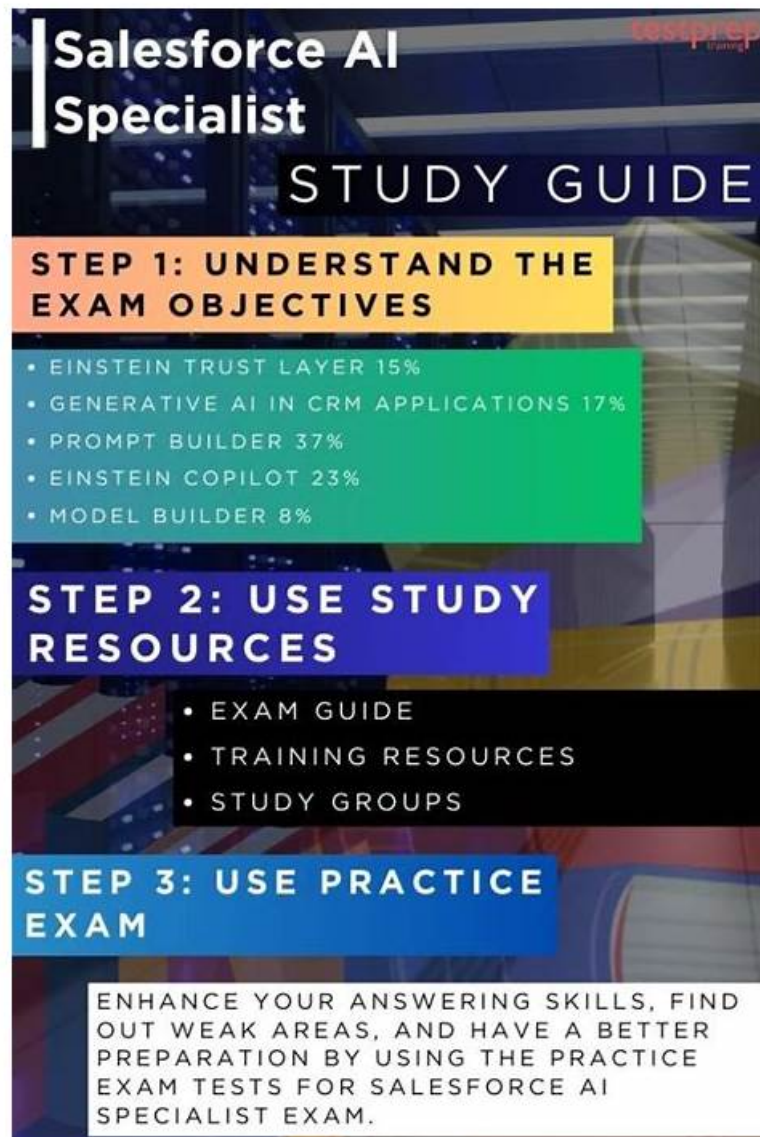# Salesforce-AI-Specialist Guide Torrent, Salesforce-AI-Specialist Online Test



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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 | • 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 | • 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. |

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Now there are many IT training institutions which can provide you with Salesforce certification Salesforce-AI-Specialist exam related training material, but usually through these website examinees do not gain detailed material. Because the materials they provide are specialized for Salesforce Certification Salesforce-AI-Specialist Exam, so they didn't attract the examinee's attention.

## Salesforce Certified AI Specialist Exam Sample Questions (Q76-Q81):

**NEW QUESTION # 76**
An Al Specialist is creating a custom action for Agentforce.
Which setting should the AI Specialist test and iterate on to ensure the action performs as expected?

- A. Action Input
- B. Action Instructions
- C. Action Name

**Answer: B**

Explanation:
To ensure a custom action in Agentforce performs as expected, the AI Specialist must focus on Action Instructions. Here's why:
* Action Instructions define the logic, parameters, and steps the AI should follow to execute the action.
They include:
* How input data is processed.
* API calls or Apex invocations.
* Conditional logic (e.g., decision trees).Testing and iterating on these instructions ensures alignment with the intended workflow. For example, incorrect API endpoint references or misconfigured parameters in the instructions will cause failures.
* Action Input (Option A) refers to the data provided to the action. While validating input formats is important, inputs are static once defined. The primary issue lies in whether the instructions correctly use the inputs.
* Action Name (Option B) is a descriptive label and does not affect functionality.
Salesforce Documentation Support:
* Salesforce Einstein Bots & Custom Actions Guide highlights that Action Instructions are where the
"core logic" resides, requiring rigorous testing (Source: Einstein Bots Developer Guide).
* Trailhead Module "Build Custom Actions for Einstein Bots" emphasizes refining instructions to handle edge cases and validate outputs (Source: Trailhead).
By iterating on Action Instructions, the AI Specialist ensures the action's logic, integrations, and error handling are robust.

**NEW QUESTION # 77**

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

- A. Flex Prompt template
- B. Sales Email prompt template
- C. Field Generation prompt template

**Answer: C**

Explanation:
* Context of the QuestionUniversal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.
* Field Generation Prompt Template
* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.
* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.
* Why Not Flex or Sales Email Prompt Templates?
* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.
* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.
* ConclusionFor automatically populating the Description field with AI-generated content, theField Generation prompt template(Option A) is the correct choice.
Salesforce AI Specialist References & Documents
* Salesforce Documentation:Prompt Template TypesExplains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.
* Salesforce AI Specialist Study GuideHighlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

**NEW QUESTION # 78**

A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers.

Which solution approach should the admin leverage?

- A. Create a t field Generation prompt template type
- B. Use sales Email standard templates
- C. Create a Sales Email prompt template type.

**Answer: C**

Explanation:
To generate personalized emails using LLMs while reusing templates:
* Sales Email Prompt Template Type (Option C): Designed specifically for generating dynamic email content by combining LLMs with structured templates. It allows admins to define placeholders (e.g., customer name, product details) and reuse templates across scenarios.
* Option A: Standard email templates lack LLM integration and dynamic personalization.
* Option B: "t field Generation" is not a valid Salesforce prompt template type.
References:
* Salesforce Help: Sales Email Prompt Templates
* Describes using Sales Email prompt templates to "generate targeted emails using dynamic data and LLMs."

**NEW QUESTION # 79**

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

**Answer: B**

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 # 80
A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers.
Which solution approach should the admin leverage?

- A. Create a t field Generation prompt template type
- B. Use sales Email standard templates
- C. Create a Sales Email prompt template type.

**Answer: C**

## NEW QUESTION # 81
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