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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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q83-Q88):

NEW QUESTION # 83
Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

- **A. Prompt Defense**
- B. Data Masking
- C. Secure Data Retrieval and Grounding

Answer: A

Explanation:
The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.
Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.
In contrast:
* Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.
* Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.

NEW QUESTION # 84
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. Field Generation prompt template**
- C. Sales Email prompt template

Answer: B

NEW QUESTION # 85
Universal Containers (UC) needs to improve the agent productivity in replying to customer chats.
Which generative AI feature should help UC address this issue?

- **A. Service Replies**
- B. Case Summaries
- C. Case Escalation

Answer: A

Explanation:
* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby

enhancing productivity and reducing response times.
* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.
* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.
Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

NEW QUESTION # 86
Universal Containers wants to reduce overall agent handling time minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields.
Which combination of Einstein for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Summaries
- B. Einstein Reply Recommendations and Case Classification
- C. Einstein Service Replies and Work Summaries

Answer: B

Explanation:
Universal Containers aims to reduce overall agent handling time by minimizing the time agents spend typing routine answers for common questions during chats and by reducing post-chat analysis through suggesting values for case fields.
To achieve these objectives, the combination of Einstein Reply Recommendations and Case Classification is the most appropriate solution.
1. Einstein Reply Recommendations:
* Purpose: Helps agents respond faster during live chats by suggesting the best responses based on historical chat data and common customer inquiries.
* Functionality:
* Real-Time Suggestions: Provides agents with a list of recommended replies during a chat session, allowing them to quickly select the most appropriate response without typing it out manually.
* Customization: Administrators can configure and train the model to ensure the recommendations are relevant and accurate.
* Benefit: Significantly reduces the time agents spend typing routine answers, thus improving efficiency and reducing handling time.
2. Case Classification:
* Purpose: Automatically suggests or populates values for case fields based on historical data and patterns identified by AI.
* Functionality:
* Field Predictions: Predicts values for picklist fields, checkbox fields, and more when a new case is created.
* Automation: Can be set to auto-populate fields or provide suggestions for agents to approve.
* Benefit: Reduces the time agents spend on post-chat analysis and data entry by automating the classification and field population process.
Why Options A and B are Less Suitable:
* Option A (Einstein Service Replies and Work Summaries):
* Einstein Service Replies: Similar to Reply Recommendations but typically used for email and not live chat.
* Work Summaries: Provides summaries of customer interactions but does not assist in field value suggestions.
* Option B (Einstein Reply Recommendations and Case Summaries):
* Case Summaries: Generates a summary of the case details but does not help in suggesting field values.
References:
* Salesforce AI Specialist Documentation -Einstein Reply Recommendations:
* Details how Reply Recommendations assist agents in providing quick responses during live chats.
* Salesforce AI Specialist Documentation -Einstein Case Classification:
* Explains how Case Classification predicts and suggests field values to streamline case management.
* Salesforce Trailhead -Optimize Service with AI:
* Provides an overview of AI features that enhance service efficiency.

NEW QUESTION # 87
Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.
What does Einstein consider when generating a summary?

- A. Generation is grounded with conversation context and Knowledge articles.
- B. Generation is grounded with conversation context, Knowledge articles, and cases.

- C. Generation is grounded with existing conversation context only.

Answer: B

Explanation:
When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.
* Conversation Context:
* Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.
* Knowledge Articles:
* It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.
* Cases:
* Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.
* Option Ais correct as it includes all three: conversation context, Knowledge articles, and cases.
* Option Bis incorrect because it limits the grounding to conversation context only, excluding other critical elements.
* Option Cis incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

NEW QUESTION # 88
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