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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"> 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 3	<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 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"> 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.

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

NEW QUESTION # 19

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- A. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- B. The number of tokens that can be processed by the LLM varies with total user demand.
- C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

Answer: C

NEW QUESTION # 20

After a successful implementation of Agentforce Sales Agent with sales users, Universal Containers now aims to deploy it to the service team.

Which key consideration should the AI Specialist keep in mind for this deployment?

- A. Assign the standard service actions to Agentforce Service Agent.
- B. Assign the Agentforce for Service permission to the Service Cloud users.
- C. Review and test standard and custom Agent topics and actions for Service Center use cases.

Answer: C

Explanation:

When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:

* Agent Topics and Actions are context-specific. Service Cloud use cases (e.g., case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.

* Option A: Permissions like "Agentforce for Service" are necessary but secondary to functional compatibility.

* Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.

References:

* Salesforce Help: Einstein Agent Setup

* Emphasizes reviewing "topics and actions for different user groups (Sales vs. Service)."

NEW QUESTION # 21

Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third-party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.

No data is used for LLM training or product improvements by third-party LLMs.

No data is retained outside of UC's Salesforce org.

The data sent cannot be accessed by the LLM provider.

Which property of the Einstein Trust Layer should the AI Specialist highlight to UC that addresses these requirements?

- A. Data Masking
- **B. Zero-Data Retention Policy**
- C. Prompt Defense

Answer: B

Explanation:

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

No data is used for training or product improvements by third-party LLMs.

No data is retained outside of the customer's Salesforce organization.

The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

Reference:

Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION # 22

An AI Specialist wants to troubleshoot their Agent's performance.

Where should the AI Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- **A. Event Logs**
- B. Agent Settings
- C. Plan Canvas

Answer: A

Explanation:

Event Logs in Salesforce capture detailed interaction data, including agent errors, triggered actions, and incomplete plans. These logs provide visibility into user-Agent interactions for troubleshooting performance issues. The Einstein Bot Analytics documentation highlights Event Logs as the primary source for auditing bot behavior and diagnosing issues like misconfigured actions or plan execution failures.

* Plan Canvas (B) is for designing workflows, not auditing.

* Agent Settings (C) control configuration but do not store interaction history.

NEW QUESTION # 23

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
- **B. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.**
- C. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.

Answer: B

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the AI Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic

responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

Reference:

Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION # 24

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