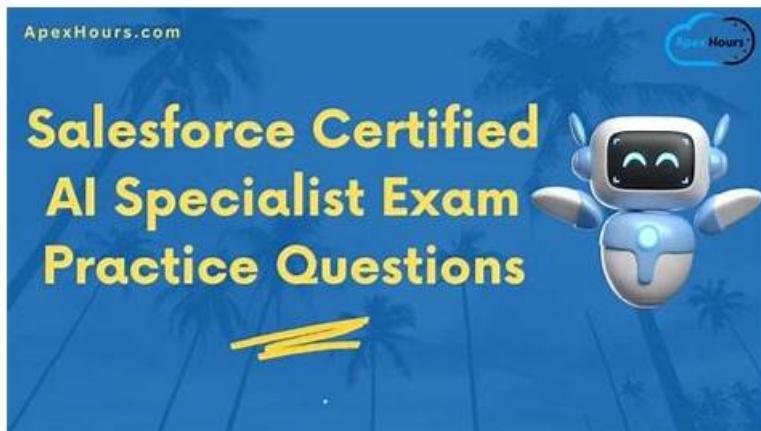


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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q87-Q92):

NEW QUESTION # 87

Which configuration must an AI Specialist complete for users to access generative AI-enabled fields in the Salesforce mobile app?

- A. Enable Dynamic Forms on Mobile.
- B. Enable Mobile Generative AI.
- C. Enable Mobile Prompt Responses.

Answer: A

Explanation:

* Context of the Question

* Universal Containers (UC) has generative AI-enabled fields that users can access in the desktop experience.

* The AI Specialist needs these same fields to be visible and usable in the Salesforce Mobile App.

* Why Dynamic Forms on Mobile?

* Dynamic Forms allow you to configure record pages so that fields and sections can appear or be hidden based on certain criteria.

* When you enable "Dynamic Forms for Mobile," any generative AI-enabled fields placed on the dynamic layout become accessible in the Salesforce mobile experience.

* There is no standard Setup option labeled "Enable Mobile Generative AI" or "Enable Mobile Prompt Responses" as a universal toggle; the existing official approach is to ensure dynamic forms (and the relevant fields) are supported on mobile.

* Conclusion

* Ensuring that these AI-driven fields are visible on mobile is accomplished by turning on Dynamic Forms on Mobile and adding those fields to the dynamic layout. Therefore, Option C is correct.

Salesforce AI Specialist References & Documents

* Salesforce Documentation: Dynamic Forms Overview Explains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.

* Salesforce AI Specialist Study Guide Reiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION # 88

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.

Opportunity Products Events near the customer Tone and voice examples

How should the AI Specialist obtain related items?

- A. Call prompt initiated flow to fetch and ground the required data.
- B. Create a flex template that takes the records in question as inputs.
- C. Utilize a standard email template and manually insert the required data fields.

Answer: A

NEW QUESTION # 89

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 # 90

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.

Opportunity Products Events near the customer Tone and voice examples

How should the AI Specialist obtain related items?

- A. Call prompt initiated flow to fetch and ground the required data.
- B. Create a flex template that takes the records in question as inputs.
- C. Utilize a standard email template and manually insert the required data fields.

Answer: A

Explanation:

To ground a sales email on Opportunity Products, Events near the customer, and Tone and voice examples, the AI Specialist should use a prompt-initiated flow. This flow can dynamically fetch the necessary data from related records in Salesforce and ground the generative AI output with contextually accurate information.

* Option B (flex template) does not provide the ability to fetch dynamic data from Salesforce records automatically.

* Option C (manual insertion) would not allow for the dynamic and automated grounding of data required for custom prompts.

Refer to Salesforce documentation on flows and grounding for more details on integrating data into custom prompt templates.

NEW QUESTION # 91

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology.

However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses.

Which solution should UC consider?

- A. fine-tune the Einstein AI model with CBM data.
- B. Build AI model with Einstein discovery and deploy to sales users.
- C. Enable Agentforce and deploy to sales users.

Answer: A

Explanation:

* Context of the Question: Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

* Why Fine-Tune an Einstein AI Model with CRM Data?

* Company-Specific Relevance: By fine-tuning Einstein AI with UC's CRM data (accounts, opportunities, products, and historical interactions), the model learns the enterprise-specific context. This ensures that the generative outputs are accurate and tailored to UC's sales scenarios.

* Security and Compliance: Using Salesforce Einstein within the Salesforce ecosystem keeps data under UC's control, aligning with trust, security, and compliance requirements.

* Better Predictions: Einstein AI can produce more relevant insights (e.g., recommended next steps, content suggestions, or AI-generated email responses) when it has been trained on real, high-quality internal data.

* Why Not Build an AI Model with Einstein Discovery (Option B)?

* Einstein Discovery Use Case: Einstein Discovery is best suited for predictive and prescriptive analytics (e.g., analyzing large data

sets for patterns, scoring leads, or predicting churn). While it provides advanced analytics, it is not primarily designed for generative text-based interactions for end-user consumption in a conversational format.

* Why Not Enable Agentforce (Option C)?

* Agentforce Overview: "Agentforce" (sometimes referencing a pilot or non-mainstream name) typically focuses on interactive help or workforce collaboration. It does not inherently solve the problem of large-scale generative AI using internal CRM data.

Moreover, you still need a robust generative engine fine-tuned on company data.

* Outcome: Fine-tuning the Einstein AI model with UC's CRM data (Answer A) is the most direct, Salesforce-native solution to provide generative AI responses that are aligned with UC's context, driving productivity gains and ensuring data privacy.

Salesforce AI Specialist References & Documents

* Salesforce Official: Einstein GPT Overview

* Discusses how Einstein GPT can be fine-tuned with specific CRM data to deliver contextually relevant, generative AI responses.

* Salesforce Trailhead: Get Started with Salesforce Einstein

* Explains the fundamentals of AI within the Salesforce platform, including training and optimizing Einstein models.

* Salesforce Documentation: Einstein Discovery

* Details how Einstein Discovery is primarily used for advanced analytics and predictions, not direct generative text solutions.

* Salesforce AI Specialist Study Guide

* Provides the official outline of Einstein AI capabilities, referencing how to configure and fine-tune models for specialized enterprise use cases.

NEW QUESTION # 92

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