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## Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

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## Specialist Exam Bootcamp

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### Salesforce Certified AI Specialist Exam Sample Questions (Q72-Q77):

#### NEW QUESTION # 72

What is the main purpose of Prompt Builder?

- A. A tool for developers to use in Visual Studio Code that creates prompts for Apex programming, assisting developers in writing code more efficiently.
- B. A tool within Salesforce offering real-time AI-powered suggestions and guidance to users, Improving productivity and decision-making.
- C. A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work

**Answer: C**

Explanation:

Prompt Builder is designed to help organizations create and configure reusable prompts for large language models (LLMs). By integrating generative AI responses into workflows, Prompt Builder enables customization of AI prompts that interact with Salesforce data and automate complex processes. This tool is especially useful for creating tailored and consistent AI-generated content in various business contexts, including customer service and sales.

\* It is not a tool for Apex programming (as in option A).

\* It is also not limited to real-time suggestions as mentioned in option C. Instead, it provides a flexible way for companies to manage and customize how AI-driven responses are generated and used in their workflows.

References:

\* Salesforce Prompt Builder Overview: [https://help.salesforce.com/s/articleView?id=sf.prompt\\_builder.htm](https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm)

#### NEW QUESTION # 73

Universal Containers implemented Einstein Copilot for its users.

One user complains that Einstein Copilot is not deleting activities from the past 7 days.

What is the reason for this issue?

- A. Einstein Copilot does not have the permission to delete the user's records.
- B. Einstein Copilot Delete Record Action permission is not associated to the user.
- C. Einstein Copilot does not support the Delete Record action.

**Answer: C**

Explanation:

Einstein Copilot currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Einstein Copilot.

Unsupported Action: The inability to delete records is due to the current limitations of Einstein Copilot's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Einstein Copilot itself does not have the capability to execute delete operations.

Reference:

Salesforce AI Specialist Documentation - Einstein Copilot Supported Actions:

Lists the actions that Einstein Copilot can perform, noting the absence of delete operations.

Salesforce Help - Limitations of Einstein Copilot:

Highlights current limitations, including unsupported actions like deleting records.

#### NEW QUESTION # 74

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy.

Which prompt template type should the AI Specialist recommend?

- A. Sales Email
- B. Record Summary
- **C. Field Generation**

**Answer: C**

Explanation:

The correct answer is Field Generation because this template type is designed to dynamically populate form fields with content generated by a large language model (LLM). In this scenario, leadership wants a dynamic form field that contains a summary or description generated by AI to aid customer interactions. Additionally, they want to keep a human in the loop, meaning the generated content will likely be reviewed or edited by a person before it's finalized, which aligns with the Field Generation prompt template.

Field Generation: This prompt type allows you to generate content for specific fields in Salesforce, leveraging large language models to create dynamic and contextual information. It ensures that AI content is available within the record where needed, but it allows human oversight or review, supporting the "human-in-the-loop" strategy.

Sales Email: This prompt type is mainly used for generating email content for outreach or responses, which doesn't align directly with populating fields in a form.

Record Summary: While this option might seem close, it is typically used to summarize entire records for high-level insights rather than filling specific fields with dynamic content based on AI generation.

Salesforce AI Specialist Reference:

You can explore more about these prompt templates and AI capabilities through Salesforce documentation and official resources on Prompt Builder: [https://help.salesforce.com/s/articleView?id=sf.prompt\\_builder\\_templates\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.prompt_builder_templates_overview.htm)

#### NEW QUESTION # 75

An account manager is preparing for an upcoming customer call and wishes to get a snapshot of key data points from accounts, contacts, leads, and opportunities in Salesforce.

Which feature provides this?

- **A. Sales Insight Summary**
- B. Sales Summaries
- C. Work Summaries

**Answer: A**

Explanation:

Sales Insight Summary aggregates key data points from multiple Salesforce objects (accounts, contacts, leads, opportunities) into a consolidated view, enabling account managers to quickly access relevant information for customer calls.

\* Option A (Sales Summaries): Typically refers to Einstein-generated summaries of specific interactions (e.g., emails, calls), not multi-object snapshots.

\* Option C (Work Summaries): Focuses on summarizing customer service interactions (e.g., chat transcripts), not sales data.

\* Option B (Sales Insight Summary): Directly provides a holistic snapshot of sales-related objects, aligning with the scenario.

References:

\* Salesforce Help: Sales Insight Overview

\* Describes Sales Insight Summary as "a unified view of account, contact, and opportunity data for sales readiness."

#### NEW QUESTION # 76

An AI Specialist wants to ground a new prompt template with the User related list.

What should the AI Specialist consider?

- **A. The User related list is not supported in prompt templates.**
- B. The User related list should have View All access.
- C. The User related list needs to be included on the record page.

**Answer: A**

Explanation:

An AI Specialist wants to ground a new prompt template with the User related list. Grounding in prompt templates involves using data from related lists to provide context or additional information to the Large Language Model (LLM) when generating responses.

Key Consideration:

\* Unsupported Related Lists in Prompt Templates:

\* Limitation: The User related list is not supported in prompt templates for grounding purposes.

\* Reason: Salesforce restricts certain objects and related lists from being used in prompt templates to maintain data security and integrity. The User object often contains sensitive information and is subject to strict access controls.

\* Impact: Attempting to use the User related list in a prompt template will not work as expected because the system does not support it.

Why Options A and B are Incorrect:

\* Option A (The User related list should have View All access):

\* Incorrect: Even with View All access, the User related list is still not supported in prompt templates.

\* Security Concerns: Granting View All access to the User object is a significant security risk and not a recommended practice.

\* Option B (The User related list needs to be included on the record page):

\* Incorrect: Including the User related list on the record page does not affect its availability in prompt templates.

\* Irrelevance: The placement of the related list on the record page does not change the system's ability to access it in a prompt template.

References:

\* Salesforce AI Specialist Documentation - Prompt Templates Limitations:

\* Details the objects and related lists that are not supported in prompt templates.

\* Salesforce Help - Data Access in Prompt Templates:

\* Explains how data access and security considerations affect the use of objects in prompt templates.

\* Salesforce Trailhead - Understanding Prompt Template Grounding:

\* Provides insights into grounding prompt templates and the limitations involved.

Conclusion:

Since the User related list is not supported in prompt templates, the AI Specialist must consider alternative approaches. They might need to redesign the prompt template to use supported objects or related lists, or explore other methods to incorporate necessary user information while adhering to Salesforce's data access policies.

## NEW QUESTION # 77

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