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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 ofSalesforce 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">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	<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"> • 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"> • 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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q84-Q89):

NEW QUESTION # 84

An AI Specialist configured Data Masking within the Einstein Trust Layer.

How should the AI Specialist begin validating that the correct fields are being masked?

- A. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.
- **B. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.**
- C. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.

Answer: B

Explanation:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the AI Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu.

This audit data allows the AI Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

* Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.

* Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

References:

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

NEW QUESTION # 85

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach.

Which standard Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- A. Einstein Copilot Action: Summarize Record
- **B. Einstein Copilot Action: Draft or Revise Sales Email**

- C. Einstein Copilot Action: Find Similar Opportunities

Answer: B

Explanation:

For sales reps who need to draft personalized emails based on previous communications, the AI Specialist should recommend the Einstein Copilot Action: Draft or Revise Sales Email. This action uses AI to generate or revise email content, leveraging past successful communications to create personalized and relevant outreach to prospects or clients.

* Find Similar Opportunities is used for opportunity matching, not email drafting.

* Summarize Record provides a summary of customer data but does not directly help with drafting emails.

For more information, refer to Salesforce's Einstein Copilot documentation on standard actions for sales teams.

NEW QUESTION # 86

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- B. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.
- C. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.

Answer: A

Explanation:

To provide the sales team with insights into product and competitor names mentioned during calls, Universal Containers should:

Enable Einstein Conversation Insights: Activates the feature that analyzes call recordings for valuable insights.

Enable Sales Recording: Allows calls to be recorded within Salesforce without needing an external recording provider.

Assign Permission Sets: Grants the necessary permissions to sales team members to access and utilize conversation insights.

Customize Insights: Configure the system to track mentions of up to 50 products and 50 competitors, providing tailored insights relevant to the organization's needs.

Option C accurately reflects these steps. Option A mentions defining recording managers but omits enabling sales recording within Salesforce. Option B suggests connecting a recording provider and limits customization to 25 products, which does not fully meet UC's requirements.

Reference:

Salesforce AI Specialist Documentation - Setting Up Einstein Conversation Insights: Provides instructions on enabling conversation insights and sales recording.

Salesforce Help - Customizing Conversation Insights: Details how to customize insights with up to 50 products and competitors.

Salesforce AI Specialist Exam Guide: Outlines best practices for implementing AI features like Einstein Conversation Insights in a sales context.

NEW QUESTION # 87

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template. Which flow element should UC use?

- A. Add Flex Instructions
- B. Add Flow Instructions
- C. Add Prompt Instructions

Answer: B

Explanation:

* Context of the Question

* Universal Containers (UC) wants to build a Flex prompt template that uses data returned by a Flow.

* "Flex Prompt Templates" allow admins and AI Specialists to incorporate external or dynamic data into generative AI prompts.

* Why "Add Flow Instructions" Is Needed

* Passing Flow Data into Prompt Templates: When configuring the prompt, you must specify how data from the running Flow is passed into the Flex template. The designated element for that is typically "Flow Instructions," which map the Flow outputs to the

prompt.

* Other Options:

* Add Flex Instructions: Typically controls how the AI responds or structures the output, not how to bring Flow data into the template.

* Add Prompt Instructions: Usually for static or manual instructions that shape the AI's response, rather than referencing dynamic data from the Flow.

* Outcome

* "Add Flow Instructions" ensures the prompt can dynamically use the data that the Flow returns- makingOption Ccorrect.

Salesforce AI Specialist References & Documents

* Salesforce Help & Training:Using Prompt Templates with FlowExplains how to pass Flow variables into a prompt template via a specialized step (e.g., "Flow Instructions").

* Salesforce AI Specialist Study GuideOutlines how to configure generative AI prompts that reference real-time Flow data.

NEW QUESTION # 88

Universal Containers is very concerned about security compliance and wants to understand:

Which prompt text is sent to the large language model (LLM)

* How it is masked

* The masked response

What should the AI Specialist recommend?

- **A. Enable audit trail in the Einstein Trust Layer.**
- B. Ingest the Einstein Shield Event logs into CRM Analytics.
- C. Review the debug logs of the running user.

Answer: A

Explanation:

To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the AI Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.

* Option A (Einstein Shield Event logs) is focused on system events rather than specific AI prompt data.

* Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.

For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

NEW QUESTION # 89

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