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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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.

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Salesforce Certified AI Specialist Exam Sample Questions (Q62-Q67):

NEW QUESTION # 62
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. Utilize a standard email template and manually insert the required data fields.
- B. Call prompt initiated flow to fetch and ground the required data.
- C. Create a flex template that takes the records in question as inputs.

Answer: B

NEW QUESTION # 63
Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users.
When would Einstein Copilot implementation be most advantageous?

- A. When the goal is to streamline customer support processes and improve response times
- B. When the main objective is to enhance data security and compliance measures
- C. When the focus is on optimizing marketing campaigns and strategies

Answer: A

Explanation:
Einstein Copilot implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Einstein Copilot can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

Option B (data security) is not the primary focus of Einstein Copilot, which is more about improving operational efficiency.
Option C (marketing campaigns) falls outside the scope of Service Cloud and Einstein Copilot's primary benefits, which are aimed at improving customer service and case management.
For further reading, refer to Salesforce documentation on Einstein Copilot for Service Cloud and how it improves support processes.

NEW QUESTION # 64

Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates.
Which type of flow should UC use?

- A. Template-triggered prompt flow
- B. Data Cloud-triggered flow
- C. Unified-object linking flow

Answer: A

Explanation:
In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects.
Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts.
For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

NEW QUESTION # 65

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.
What should an AI Specialist recommend?

- A. Use BYO-LLM functionality in Einstein Studio,
- B. Use Apex to connect to an external LLM and ground the prompt.
- C. Use Flow and External Services to bring data from an external LLM.

Answer: A

Explanation:
Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.
Option B is the correct choice as Einstein Studio provides a built-in feature to work with external models.
Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.
Option C focuses on Flow and External Services, which is more about data integration and isn't ideal for working with LLMs.
Reference:
Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION # 66

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.
Which Einstein Copilot capability helps the agent accomplish this?

- A. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- C. Invoke a flow which makes a call to external data to create a Knowledge article.

Answer: A

Explanation:

In this scenario, the Einstein Copilot capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Einstein Copilot can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow.

This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:

* B refers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.

* C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.

References:

* Salesforce Documentation on Einstein Copilot

* Trailhead Module on Einstein for Service

NEW QUESTION # 67

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