

# Valid Salesforce-AI-Specialist Exam Guide - Salesforce-AI-Specialist Real Exams



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

Topic	Details
Topic 1	<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 2	<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 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>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>
Topic 5	<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>

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## Salesforce Certified AI Specialist Exam Sample Questions (Q60-Q65):

### NEW QUESTION # 60

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record.

What is the most likely explanation for why the draft email shows these placeholders?

- A. The user's locale language is not supported by Prompt Builder.
- B. The user does not have Einstein Sales Emails permission assigned.
- C. The user does not have permission to access the fields.

**Answer: C**

Explanation:

When using Einstein Generative AI to create personalized emails, if placeholders appear in the draft email where data from a recipient's contact record should be, the most likely reason is that the user lacks permission to access the necessary fields. Salesforce's field-level security may prevent users from viewing or utilizing certain data fields, resulting in placeholders being shown instead of the actual values.

\* Option B is correct because missing field permissions will cause placeholders in email drafts.

\* Option A (missing Einstein Sales Emails permission) is unlikely, as this would prevent email generation altogether, not just placeholders.

\* Option C (locale language issues) would more likely affect language-specific issues, not field placeholders.

References:

\* Salesforce Email Template and Permissions Documentation: [https://help.salesforce.com/s/articleView?id=sf.email\\_templates\\_field\\_permissions.htm](https://help.salesforce.com/s/articleView?id=sf.email_templates_field_permissions.htm)

### NEW QUESTION # 61

What is a Salesforce AI Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The privacy data entities to be masked
- B. The profiles exempt from masking
- C. The encryption keys for masking

**Answer: A**

Explanation:

In the Einstein Trust Layer, the Salesforce AI Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

\* Data Masking Configuration:

\* The AI Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

\* This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

\* Why Other Options Are Incorrect:

\* A. Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

\* B. Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

References:

\* Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data."

\* Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

\* Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

## NEW QUESTION # 62

An AI Specialist is creating a custom action for Agentforce.

Which setting should the AI Specialist test and iterate on to ensure the action performs as expected?

- A. Action Name
- **B. Action Instructions**
- C. Action Input

### Answer: B

Explanation:

To ensure a custom action in Agentforce performs as expected, the AI Specialist must focus on Action Instructions. Here's why:

\* Action Instructions define the logic, parameters, and steps the AI should follow to execute the action.

They include:

\* How input data is processed.

\* API calls or Apex invocations.

\* Conditional logic (e.g., decision trees). Testing and iterating on these instructions ensures alignment with the intended workflow. For example, incorrect API endpoint references or misconfigured parameters in the instructions will cause failures.

\* Action Input (Option A) refers to the data provided to the action. While validating input formats is important, inputs are static once defined. The primary issue lies in whether the instructions correctly use the inputs.

\* Action Name (Option B) is a descriptive label and does not affect functionality.

Salesforce Documentation Support:

\* Salesforce Einstein Bots & Custom Actions Guide highlights that Action Instructions are where the "core logic" resides, requiring rigorous testing (Source: Einstein Bots Developer Guide).

\* Trailhead Module "Build Custom Actions for Einstein Bots" emphasizes refining instructions to handle edge cases and validate outputs (Source: Trailhead).

By iterating on Action Instructions, the AI Specialist ensures the action's logic, integrations, and error handling are robust.

## NEW QUESTION # 63

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 Prompt Responses.
- **C. Enable Mobile Generative AI.**

### Answer: C

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 OverviewExplains 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 GuideReiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

## NEW QUESTION # 64

How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

- A. Masked data will be de-masked during response journey.
- B. Responses that do not meet the relevance threshold will be automatically rejected.
- C. Masked data will be de-masked during request journey.

#### Answer: A

Explanation:

The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.

How It Works:

Data Masking in the Request Journey:

Sensitive Data Identification: Before sending the prompt to the LLM, the Einstein Trust Layer scans the input for sensitive data, such as personally identifiable information (PII), confidential business information, or any other data deemed sensitive.

Masking Sensitive Data: Identified sensitive data is replaced with placeholders or masks. This ensures that the LLM does not receive any raw sensitive information, thereby protecting it from potential exposure.

Processing by the LLM:

Masked Input: The LLM processes the masked prompt and generates a response based on the masked data.

No Exposure of Sensitive Data: Since the LLM never receives the actual sensitive data, there is no risk of it inadvertently including that data in its output.

De-masking in the Response Journey:

Re-insertion of Sensitive Data: After the LLM generates a response, the Einstein Trust Layer replaces the placeholders in the response with the original sensitive data.

Providing Meaningful Responses: This de-masking process ensures that the final response is both meaningful and complete, including the necessary sensitive information where appropriate.

Maintaining Data Security: At no point is the sensitive data exposed to the LLM or any unintended recipients, maintaining data security and compliance.

Why Option A is Correct:

De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.

Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.

Why Options B and C are Incorrect:

Option B (Masked data will be de-masked during request journey):

Incorrect Process: De-masking during the request journey would expose sensitive data before it reaches the LLM, defeating the purpose of masking and compromising data security.

Option C (Responses that do not meet the relevance threshold will be automatically rejected):

Irrelevant to Data Protection: While the Einstein Trust Layer does enforce relevance thresholds to filter out inappropriate or irrelevant responses, this mechanism does not directly relate to the protection of sensitive data. It addresses response quality rather than data security.

Reference:

Salesforce AI Specialist Documentation - Einstein Trust Layer Overview:

Explains how the Trust Layer masks sensitive data in prompts and re-inserts it after LLM processing to protect data privacy.

Salesforce Help - Data Masking and De-masking Process:

Details the masking of sensitive data before sending to the LLM and the de-masking process during the response journey.

Salesforce AI Specialist Exam Guide - Security and Compliance in AI:

Outlines the importance of data protection mechanisms like the Einstein Trust Layer in AI implementations.

Conclusion:

The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

#### NEW QUESTION # 65

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