# Best Salesforce Salesforce-AI-Specialist exam questions and answers



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# Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 3	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 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	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 (Q78-Q83):

#### **NEW QUESTION #78**

An AI Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities.

How should the AI Specialist gather the necessary data for the prompt template?

- A. Select the latest Opportunities related list as a merge field.
- B. Create a flow to retrieve the opportunity information.
- C. Select the Account Opportunity object as a resource when creating the prompt template.

#### Answer: B

#### Explanation:

To gather the necessary data for populating the Latest Opportunities Summarycustom field on the Account object with information from the three most recently opened opportunities, the AI Specialist shouldcreate a flow. Aflowcan be configured to query and retrieve the required opportunity records based on criteria such as their open date. Once the flow has gathered the necessary data, it can be used in aprompt templateor other automation processes to populate the custom field on the Account record.

- \* Option Ais correct because creating a flow allows for dynamic data retrieval and control over the logic for selecting the most recent opportunities.
- \* Option BandOption Cdo not provide sufficient control or data retrieval capabilities needed for this scenario. References:
- \* Salesforce Flow Documentation:https://help.salesforce.com/s/articleView?id=sf.flow.htm

# **NEW QUESTION #79**

Universal Containers is using Einstein Copilot for Sales to find similar opportunities to help close deals faster.

The team wants to understand the criteria used by the copilot to match opportunities.

What is one criteria that Einstein Copilot for Sales uses to match similar opportunities?

- A. Matched opportunities are limited to the same account.
- B. Matched opportunities have a status of Closed Won from last 12 months.
- C. Matched opportunities were created in the last 12 months.

# Answer: B

# Explanation:

When Einstein Copilot for Salesmatches similar opportunities, one of the primary criteria used is whether the opportunities have a status of Closed Wonwithin the last 12 months. This is a key factor in identifying successful patterns that could help close current deals. By focusing on opportunities that have been recently successful, Einstein Copilot can provide relevant insights and suggestions to sales reps to help them close similar deals faster.

For more information, reviewSalesforce Einstein Copilot documentationrelated toopportunity matching and sales success patterns.

# **NEW QUESTION #80**

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

#### Answer: B

#### 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:TheUser related listisnot 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 #81**

An AI Specialist wants to use the related lists from an account in a custom prompt template.

What should the AI Specialist consider when configuring the prompt template?

- A. The maximum number of related list merge fields
- B. The text encoding (for example, UTF-8, ASCII) option
- C. The choice between XML and JSON rendering formats for the list

# Answer: A

# Explanation:

When configuring a custom prompt template to use related lists, the AI Specialist must be aware of the maximum number of related list merge fields that can be included. Salesforce enforces limits to ensure prompt templates perform efficiently and do not overload the system with too much data. As a best practice, it's important to monitor and optimize the number of merge fields used.

Option B is correct because there is a limit on how many related list merge fields can be included in a prompt template.

Option A (text encoding) and Option C (XML/JSON rendering) are not key considerations in this context.

#### Reference:

Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt builder.htm

#### **NEW QUESTION #82**

Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data. Which audit data is available using the Einstein Trust Layer?

- A. Masked data and toxicity score
- B. Hallucination score and bias score
- C. Response accuracy and offensiveness score

### Answer: A

# Explanation:

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein

Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment. The audit data available through the Einstein Trust Layer includes information aboutmasked data-which ensures sensitive information is not exposed-and thetoxicity score, which evaluates the generated content for inappropriate or harmful language. References:

\* Salesforce AI Specialist Documentation - Einstein Trust Layer:Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to maintain compliance and trust.

#### **NEW QUESTION #83**

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