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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

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

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Almost everyone is trying to pass the Salesforce Certified AI Specialist Exam (Salesforce-AI-Specialist) certification exam to upgrade their CVs and land desired jobs. Every applicant of the Salesforce Certified AI Specialist Exam (Salesforce-AI-Specialist) exam faces just one problem and that is not finding real and Latest Salesforce-AI-Specialist Exam Questions. Applicants are always confused about where to buy actual Salesforce-AI-Specialist Exam Questions and prepare successfully for the Salesforce Certified AI Specialist Exam (Salesforce-AI-Specialist) exam in a short time.

Salesforce Certified AI Specialist Exam Sample Questions (Q85-Q90):

NEW QUESTION # 85

An AI Specialist is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.

What functionality allows the AX Specialist to achieve this?

- A. AI Audit & Feedback Data dashboard
- B. Agent Event Logs dashboard
- C. User Utterances dashboard

Answer: C

Explanation:

The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the AI Specialist to:

- * Identify Common Queries: Surface frequently asked questions or recurring issues.
- * Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.
- * Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.

Why Other Options Are Incorrect:

- * B. Agent Event Logs dashboard: Focuses on agent activity (e.g., response times, resolved cases) rather than user input analysis.
- * C. AI Audit & Feedback Data dashboard: Tracks AI model performance, audit trails, and user feedback scores but does not directly analyze raw user utterances or queries.

References:

- * Salesforce Einstein AI Specialist Certification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.
- * Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.
- * Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

NEW QUESTION # 86

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology.

However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses.

Which solution should UC consider?

- A. Enable Agentforce and deploy to sales users.
- B. **fine-tune the Einstein AI model with CBM data.**
- C. Build AI model with Einstein discovery and deploy to sales users.

Answer: B

Explanation:

* Context of the Question: Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

* Why Fine-Tune an Einstein AI Model with CRM Data?

* Company-Specific Relevance: By fine-tuning Einstein AI with UC's CRM data (accounts, opportunities, products, and historical interactions), the model learns the enterprise-specific context. This ensures that the generative outputs are accurate and tailored to UC's sales scenarios.

* Security and Compliance: Using Salesforce Einstein within the Salesforce ecosystem keeps data under UC's control, aligning with trust, security, and compliance requirements.

* Better Predictions: Einstein AI can produce more relevant insights (e.g., recommended next steps, content suggestions, or AI-generated email responses) when it has been trained on real, high-quality internal data.

* Why Not Build an AI Model with Einstein Discovery (Option B)?

* Einstein Discovery Use Case: Einstein Discovery is best suited for predictive and prescriptive analytics (e.g., analyzing large data sets for patterns, scoring leads, or predicting churn). While it provides advanced analytics, it is not primarily designed for generative text-based interactions for end-user consumption in a conversational format.

* Why Not Enable Agentforce (Option C)?

* Agentforce Overview: "Agentforce" (sometimes referencing a pilot or non-mainstream name) typically focuses on interactive help or workforce collaboration. It does not inherently solve the problem of large-scale generative AI using internal CRM data.

Moreover, you still need a robust generative engine fine-tuned on company data.

* Outcome: Fine-tuning the Einstein AI model with UC's CRM data (Answer A) is the most direct, Salesforce-native solution to provide generative AI responses that are aligned with UC's context, driving productivity gains and ensuring data privacy.

Salesforce AI Specialist References & Documents

* Salesforce Official: Einstein GPT Overview

* Discusses how Einstein GPT can be fine-tuned with specific CRM data to deliver contextually relevant, generative AI responses.

* Salesforce Trailhead: Get Started with Salesforce Einstein

* Explains the fundamentals of AI within the Salesforce platform, including training and optimizing Einstein models.

* Salesforce Documentation: Einstein Discovery

* Details how Einstein Discovery is primarily used for advanced analytics and predictions, not direct generative text solutions.

* Salesforce AI Specialist Study Guide

* Provides the official outline of Einstein AI capabilities, referencing how to configure and fine-tune models for specialized enterprise use cases.

NEW QUESTION # 87

A data scientist needs to view and manage models in Einstein Studio. The data scientist also needs to create prompt templates in Prompt Builder.

Which permission sets should an AI Specialist assign to the data scientist?

- A. Data Cloud Admin and Prompt Template Manager
- B. Prompt Template User and Data Cloud Admin
- C. Prompt Template Manager and Prompt Template User

Answer: A

Explanation:

To allow a data scientist to view and manage models in Einstein Studio and create prompt templates in Prompt Builder, the AI Specialist should assign the Data Cloud Admin and Prompt Template Manager permission sets.

Data Cloud Admin provides access to manage and oversee models within Einstein Studio.

Prompt Template Manager gives the user the ability to create and manage prompt templates within Prompt Builder.

Option A is correct because it assigns the necessary permissions for both managing models and creating prompt templates.

Option B and Option C are incorrect as they do not provide the correct combination of permissions for managing models and building prompts.

Reference:

Salesforce Permissions Documentation: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm

NEW QUESTION # 88

The AI Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the AI Specialist take upon modifying the masked fields?

- A. Turn off the Einstein Trust Layer and turn it on again.
- B. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.
- C. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response

Answer: C

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

Reference:

NEW QUESTION # 89

Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?

- A. Creating a draft of a support bulletin post for new product patches
- B. Estimating support ticket volume based on historical data and seasonal trends
- C. Creating an AI-generated customer support agent performance score

Answer: A

Explanation:

The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches. Prompt Builder allows the AI Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.

* Option B(agent performance score) would likely involve predictive modeling, not prompt generation.

* Option C(estimating support ticket volume) would require data analysis and predictive tools, not prompt building.

For more details, refer to Salesforce's Prompt Builder documentation for generative AI content creation.

NEW QUESTION # 90

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