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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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	• 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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Salesforce Certified AI Specialist Exam Sample Questions (Q107-Q112):

NEW QUESTION # 107
When configuring a prompt template, an AI Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response.
Which information does the Resolution text provide?

- A. It shows the full text that is sent to the Trust Layer.
- B. It shows the response from the LLM based on the sample record.
- C. It shows which sensitive data is masked before it is sent to the LLM.

Answer: B

Explanation:
When previewing a prompt template in Salesforce, the Resolution text provides the response from the LLM (Large Language Model) based on the data from a sample record. This output shows what the AI model generated in response to the prompt, giving the AI Specialist a chance to review and adjust the response before finalizing the template.
* Option B is correct because Resolution displays the actual response generated by the LLM.
* Option A refers to sending the text to the Trust Layer, but that's not what Resolution represents.
* Option C relates to data masking, which is shown elsewhere, not under Resolution.
References:
* Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.
prompt_builder_overview.htm

NEW QUESTION # 108
Universal Containers (UC) needs to improve the agent productivity in replying to customer chats.
Which generative AI feature should help UC address this issue?

- A. Case Escalation
- B. Service Replies
- C. Case Summaries

Answer: B

Explanation:
* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.
* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.
* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.
Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

NEW QUESTION # 109
An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.
Which feature in the Einstein Trust Layer best supports UC's need?

- A. Data masking
- B. Dynamic grounding with secure data retrieval
- C. Zero-data retention policy

Answer: B

Explanation:
Dynamic grounding with secure data retrieval is a key feature in Salesforce'sEinstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allowsrelevant Salesforce datato be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.
Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.
The other options are less aligned with the requirement:
* Data maskingrefers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.
* Zero-data retention policyensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.
References:
* Salesforce Developer Documentation onEinstein Trust Layer
* Salesforce Security Documentation for AI andData Privacy

NEW QUESTION # 110
Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer support reps and has started to assign some of the ongoing cases to newer reps.
Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

- A. Einstein Sales Summaries
- B. Einstein Work Summaries
- C. Einstein Copilot

Answer: B

Explanation:
New customer support reps atUniversal Containerscan useEinstein Work Summariesto quickly understand the details of a case without reading through each case comment.Work Summariesleverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.
* Einstein Copilotcan assist with a variety of tasks but is not specifically designed for summarizing case details.
* Einstein Sales Summariesare focused on summarizing sales-related activities, which is not applicable for support cases.
For more details, refer toSalesforce documentation on Einstein Work Summaries.

NEW QUESTION # 111
Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.
Which business requirement would lead an AI Specialist to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

- A. UC wants to change the frequency penalty of the model.
- B. UC wants to fine-tune model temperature.
- C. UC wants a model fine-tuned using company data.

Answer: C

Explanation:
Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.
* Option A: Adjusting model temperature is a parameter-level setting for controlling randomness in AI- generated responses but does not necessitate connecting to an external foundational model.
* Option B: This is the correct answer because Einstein Studio supports fine-tuning external models with proprietary company data, enabling a tailored and more accurate AI solution for UC.
* Option C: Changing frequency penalties is another parameter-level adjustment and does not require external foundational models or Einstein Studio.

NEW QUESTION # 112

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