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

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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>
Topic 5	<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>

## Salesforce Certified AI Specialist Exam Sample Questions (Q53-Q58):

### NEW QUESTION # 53

Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding.

What should UC consider when using standard Service AI Grounding?

- A. Service AI Grounding only works with Case and Knowledge objects.
- B. Service AI Grounding only supports String and Text Area type fields.
- C. Service AI Grounding visibility works in system mode.

**Answer: B**

Explanation:

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses. Key considerations:

\* Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.

\* Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.

\* Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

\* Salesforce Help: Service AI Grounding Requirements

\* Explicitly states support for "Text Area and String fields" only.

### NEW QUESTION # 54

Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses.

Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

- A. Service AI Grounding
- B. Service Replies
- C. Work Summaries

**Answer: A**

Explanation:

Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts responses based on a well-defined data source. Service AI Grounding allows the AI model to be anchored in specific, relevant data sources, ensuring that any AI-generated responses (e.g., email replies) are accurate, relevant, and drawn from up-to-date information, such as Knowledge articles or cases.

Given that UC has legacy fields and outdated data, Service AI Grounding ensures that only the valid and applicable data is used by Einstein AI to draft responses. This helps improve the relevance of responses and avoids inaccuracies caused by outdated or irrelevant fields.

Work Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does.

For more details, you can refer to Salesforce's Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

### NEW QUESTION # 55

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations.

UC wants to ensure that its AI-generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding.

Which objects should UC select to configure Service AI Grounding?

- **A. Case and Knowledge**
- B. Case, Case Emails, and Knowledge
- C. Case, Knowledge, and Case Notes

**Answer: A**

Explanation:

Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations.

They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.

Supported Objects for Service AI Grounding:

\* Case

\* Knowledge

\* Case Object:

\* Role in Grounding: Provides contextual data about customer inquiries, including case details, status, and history.

\* Benefit: Grounding AI responses in case data ensures that the information provided is relevant to the specific customer issue being addressed.

\* Knowledge Object:

\* Role in Grounding: Contains articles and documentation that offer solutions and information related to common issues.

\* Benefit: Utilizing Knowledge articles helps the AI provide accurate and helpful responses based on verified information.

\* Exclusion of Other Objects:

\* Case Notes and Case Emails:

\* Not Supported for Grounding: While useful for internal reference, these objects are not included in the supported objects for Service AI Grounding.

\* Reason: They may contain sensitive or unstructured data that is not suitable for AI grounding purposes.

Why Options A and C are Incorrect:

\* Option A (Case, Knowledge, and Case Notes):

\* Case Notes Not Supported: Case Notes are not among the supported objects for grounding in Service AI.

\* Option C (Case, Case Emails, and Knowledge):

\* Case Emails Not Supported: Case Emails are also not included in the list of supported objects for grounding.

References:

\* Salesforce AI Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.

\* Salesforce Help - Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.

\* Salesforce Trailhead - Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

### NEW QUESTION # 56

What is an AI Specialist able to do when the "Enrich event logs with conversation data" setting in Einstein Copilot is enabled?

- **A. View session data including user input and copilot responses for sessions over the past 7 days.**
- B. Generate details reports on all Copilot conversations over any time period.
- C. View the user click path that led to each copilot action.

**Answer: A**

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Einstein Copilot, it allows an AI Specialist or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for

monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

\* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping AI specialists track AI behavior and user engagement.

\* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

\* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

Salesforce AI Specialist References: You can refer to this documentation for further insights: [https://help.](https://help.salesforce.com/s/articleView?id=sfeinstein_copilot_event_logging.htm)

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### NEW QUESTION # 57

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the AI Specialist be aware of?

- A. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.
- B. Rich text area fields are only supported in Flex template types.
- C. Custom objects are supported only for Flex template types.

**Answer: C**

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that users must rely on Flex templates to integrate custom objects into their prompts.

\* Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.

\* Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.

\* Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

### NEW QUESTION # 58

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