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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 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	• 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 (Q134-Q139):

NEW QUESTION # 134

Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one." How should UC achieve this in Einstein Copilot?

- A. Create a custom Copilot action calling an Apex class.
- B. Create a custom Copilot action calling a flow.
- C. Use the standard Copilot action.

Answer: C

Explanation:
Universal Containers can achieve the request to explore similar opportunities by using the standard Copilot action.Einstein Copilothas built-in actions to handle natural language queries, such as "Show me other opportunities like this one." The standard action will process the query and return results based on predefined matching criteria like opportunity details and past Closed Won deals.
This approach avoids the need to create custom flows or Apex classes, leveraging out-of-the-box functionality.
For further details, refer toEinstein Copilot for Sales documentationregarding standard actions and natural language processing.

NEW QUESTION # 135

Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. Thegoal is to enhance the team'sperformance by identifying areas for improvement and competitive intelligence.
Which feature provides insights about competitor mentions and coaching opportunities?

- A. Call Summaries
- B. Einstein Sales Insights
- C. Call Explorer

Answer: C

Explanation:
For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information,Call Exploreris the most suitable feature.Call Explorer, a part ofEinstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentionsand moments for coaching. These insights are vital for improving sales performance by providing a clear understanding of the interactions during calls.
* Call Summariesoffer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.
* Einstein Sales Insightsfocuses more on pipeline and forecasting insights rather than call-based analysis.
References:
* Salesforce Einstein Conversation Insights Documentation:https://help.salesforce.com/s/articleView?
id=einstein_conversation_insights.htm

NEW QUESTION # 136

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- A. Find similar requested topics and provide the actions that need to be executed
- B. Determine a user's topic access and sort actions by priority to be executed
- C. Identify the best matching topic and actions and correct order of execution

Answer: C

NEW QUESTION # 137

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.

How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Einstein for Flow
- B. Invocable Apex
- C. Flow Action

Answer: C

Explanation:
* Context of the Question
* Universal Container (UC) has used prompt templates to update summary fields on record pages.
* Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.
* How to Call a Prompt Template Within a Flow
* Flow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.
* Other Options:
* Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available.
However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.
* Einstein for Flow: A broad label for Salesforce's generative AI features within Flow.
Under the hood, you typically use a "Flow Action" that points to your prompt.
* Conclusion
* The easiest out-of-the-box solution is to use a Flow Action referencing the prompt template.
Hence, Option B is correct.
Salesforce AI Specialist References & Documents
* Salesforce Trailhead: Use Prompt Templates in Flow Demonstrates how to add an Action in Flow that calls a prompt template.
* Salesforce Documentation: Einstein GPT for Flow Explains standard flow actions to invoke and handle generative AI responses.

NEW QUESTION # 138

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

Answer: C

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.

Reference:

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 # 139

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