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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 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 (Q116-Q121):

NEW QUESTION # 116

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

Answer: C

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 # 117

Which configuration must an AI Specialist complete for users to access generative AI-enabled fields in the Salesforce mobile app?

- A. Enable Mobile Prompt Responses.
- B. Enable Mobile Generative AI.
- C. Enable Dynamic Forms on Mobile.

Answer: C

Explanation:

- * Context of the Question
- * Universal Containers (UC) has generative AI-enabled fields that users can access in the desktop experience.
- * The AI Specialist needs these same fields to be visible and usable in the Salesforce Mobile App.
- * Why Dynamic Forms on Mobile?
- * Dynamic Forms allow you to configure record pages so that fields and sections can appear or be hidden based on certain criteria.
- * When you enable "Dynamic Forms for Mobile," any generative AI-enabled fields placed on the dynamic layout become accessible in the Salesforce mobile experience.
- * There is no standard Setup option labeled "Enable Mobile Generative AI" or "Enable Mobile Prompt Responses" as a universal toggle; the existing official approach is to ensure dynamic forms (and the relevant fields) are supported on mobile.
- * Conclusion

* Ensuring that these AI-driven fields are visible on mobile is accomplished by turning on Dynamic Forms on Mobile and adding those fields to the dynamic layout. Therefore, Option C is correct.

Salesforce AI Specialist References & Documents

* Salesforce Documentation: Dynamic Forms Overview Explains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.

* Salesforce AI Specialist Study Guide Reiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION # 118

After creating a foundation model in Einstein Studio, which hyperparameter should an AI Specialist use to adjust the balance between consistency and randomness of a response?

- **A. Temperature**
- B. Variability
- C. Presence Penalty

Answer: A

Explanation:

The Temperature hyperparameter controls the randomness of model outputs:

* Low Temperature (e.g., 0.2): More deterministic, consistent responses.

* High Temperature (e.g., 1.0): More creative, varied responses.

* Presence Penalty (Option A): Discourages repetition of tokens, unrelated to randomness.

* Variability (Option B): Not a standard hyperparameter in Einstein Studio.

References:

* Einstein Studio Documentation: Model Hyperparameters

* Explicitly states "Temperature adjusts the balance between predictable and random outputs."

NEW QUESTION # 119

Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

- A. Prompt Defense
- B. Secure Data Retrieval and Grounding
- **C. Data Masking**

Answer: C

Explanation:

The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.

Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.

In contrast:

* Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.

* Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.

NEW QUESTION # 120

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 a flow.
- B. Create a custom Copilot action calling an Apex class.
- **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 Copilot has 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 to Einstein Copilot for Sales documentation regarding standard actions and natural language processing.

NEW QUESTION # 121

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