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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>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>
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>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>

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### Salesforce Certified AI Specialist Exam Sample Questions (Q86-Q91):

#### NEW QUESTION # 86

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an AI Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Version and edit as needed.
- B. **Clone the existing template and modify as needed.**
- C. Save as New Template and edit as needed.

#### Answer: B

Explanation:

When an active standard email prompt template doesn't meet the business requirements, the best approach is to clone the existing template and modify it as needed. Cloning allows the AI Specialist to preserve the original template while making adjustments to fit specific business needs. This ensures that any customizations are applied without altering the original standard template.

Saving as a new version is typically used for versioning changes in the same template, while Save as New Template creates a brand-new template without linking to the existing one. Cloning provides a balance, allowing modifications while retaining the original structure for future reference.

For more details, refer to Salesforce Prompt Builder documentation for guidance on cloning and modifying templates.

#### NEW QUESTION # 87

An AI Specialist needs to create a Sales Email with a custom prompt template. They need to ground on the following data.

Opportunity Products Events near the customer Tone and voice examples

How should the AI Specialist obtain related items?

- A. **Call prompt initiated flow to fetch and ground the required data.**
- B. Utilize a standard email template and manually insert the required data fields.
- C. Create a flex template that takes the records in question as inputs.

#### Answer: A

#### NEW QUESTION # 88

An AI Specialist configured Data Masking within the Einstein Trust Layer.

How should the AI Specialist begin validating that the correct fields are being masked?

- A. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.
- B. **Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.**
- C. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.

#### Answer: B

Explanation:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the AI Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu.

This audit data allows the AI Specialist to see how data is being processed, including which fields are being masked, providing

transparency and validation that the configuration is working as expected.

\* Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.

\* Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

References:

\* Salesforce Einstein Trust Layer Documentation: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer\\_audit.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm)

## NEW QUESTION # 89

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 # 90

Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS). What should the team use to access externally-hosted models in the Salesforce Platform?

- **A. Model Builder**
- B. App Builder
- C. Copilot Builder

**Answer: A**

Explanation:

To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.

\* Option B, App Builder, is primarily used to build and configure applications in Salesforce, not to integrate AI models.

\* Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.

Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation.

Salesforce AI Specialist References: For more details, check the Model Builder guide here: [https://help.salesforce.com/s/articleView?id=sf.model\\_builder\\_external\\_models.htm](https://help.salesforce.com/s/articleView?id=sf.model_builder_external_models.htm)

## NEW QUESTION # 91

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