

# Quiz 2025 Efficient Salesforce Salesforce-AI-Specialist: Reliable Salesforce Certified AI Specialist Exam Dumps Ppt



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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>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 3	<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 4	<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 5	<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>

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

### NEW QUESTION # 86

An AI Specialist wants to ground a new prompt template with the User related list.  
What should the AI Specialist consider?

- A. The User related list should have View All access.
- **B. The User related list is not supported in prompt templates.**
- C. The User related list needs to be included on the record page.

**Answer: B**

Explanation:

Salesforce has restrictions on which objects and related lists can be used for grounding prompt templates. This is likely due to security and privacy concerns related to user data.

While it might seem intuitive to use the User related list to provide context to the LLM, Salesforce prevents this to ensure that sensitive user information is not inadvertently exposed or misused.

Therefore, the AI Specialist needs to explore alternative ways to incorporate the necessary user information into the prompt template, perhaps by using other related objects or fields that are supported.

### NEW QUESTION # 87

An AI Specialist built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors.

What is the cause of the random nature of this error?

- **A. The number of tokens generated by the dynamic nature of the prompt template will vary by record.**
- B. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- C. The number of tokens that can be processed by the LLM varies with total user demand.

**Answer: A**

Explanation:

The reason behind the token limit errors lies in the dynamic nature of the prompt template used in Field Generation. In Salesforce's AI generative models, each prompt and its corresponding output are subject to a token limit, which encompasses both the input and output of the large language model (LLM). Since the prompt template dynamically adjusts based on the specific data of each record, the number of tokens varies per record. Some records may generate longer outputs based on their data attributes, pushing the token count beyond the allowable limit for the LLM, resulting in token limit errors.

This behavior explains why users experience random failures-it is dependent on the specific data used in each case. For certain records, the combined input and output may fall within the token limit, while for others, it may exceed it. This variation is intrinsic to how dynamic templates interact with large language models.

Salesforce provides guidance in their documentation, stating that prompt template design should take into account token limits and suggests testing with varied records to avoid such random errors. It does not mention switching to Flex template type as a solution, nor does it suggest that token limits fluctuate with user demand. Token limits are a constant defined by the model itself, independent of external user load.

Reference:

Salesforce Developer Documentation on Token Limits for Generative AI Models Salesforce AI Best Practices on Prompt Design

(Trailhead or Salesforce blog resources)

### NEW QUESTION # 88

An AI Specialist wants to include data from the response of external service invocation (REST API callout) into the prompt template.

How should the AI Specialist meet this requirement?

- A. Convert the JSON to an XML merge field.
- B. Use "Add Prompt Instructions" flow element.
- C. Use External Service Record merge fields.

**Answer: C**

Explanation:

An AI Specialist wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.

Solution:

Use External Service Record Merge Fields

External Service Integration:

Definition: External Services in Salesforce allow the integration of external REST APIs into Salesforce without custom code.

Registration: The external service must be registered in Salesforce, defining the API's schema and methods.

External Service Record Merge Fields:

Purpose: Enables the inclusion of data from external service responses directly into prompt templates using merge fields.

Functionality:

Dynamic Data Inclusion: Allows prompt templates to access and use data returned from REST API callouts.

Merge Fields Syntax: Use merge fields in the prompt template to reference specific data points from the API response.

Implementation Steps:

Register the External Service:

Use External Services to register the REST API in Salesforce.

Define the API's schema, including methods and data structures.

Create a Named Credential:

Configure authentication and endpoint details for the external API.

Use External Service in Flow:

Build a Flow that invokes the external service and captures the response.

Ensure the flow outputs the necessary data for use in the prompt template.

Configure the Prompt Template:

Use External Service Record merge fields in the prompt template to reference data from the flow's output.

Syntax Example: `{{flowOutputVariable.fieldName}}`

Why Other Options are Less Suitable:

Option A (Convert the JSON to an XML merge field):

Irrelevance: Converting JSON to XML merge fields is unnecessary and complicates the process.

Unsupported Method: Salesforce prompt templates do not support direct inclusion of XML merge fields from JSON conversion.

Option C (Use "Add Prompt Instructions" flow element):

Purpose of Add Prompt Instructions:

Allows adding instructions to the prompt within a flow but does not facilitate including external data.

Limitation: Does not directly help in incorporating external service responses into the prompt template.

Reference:

Salesforce AI Specialist Documentation - Integrating External Services with Prompt Templates:

Explains how to use External Services and merge fields in prompt templates.

Salesforce Help - Using Merge Fields with External Data:

Provides guidance on referencing external data in templates using merge fields.

Salesforce Trailhead - External Services and Flow:

Offers a practical understanding of integrating external APIs using External Services and Flow.

Conclusion:

By using External Service Record merge fields, the AI Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

### NEW QUESTION # 89

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy.

Which prompt template type should the AI Specialist recommend?

- A. Sales Email
- B. Record Summary
- **C. Field Generation**

**Answer: C**

#### NEW QUESTION # 90

What is the correct process to leverage Prompt Builder in a Salesforce org?

- A. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.
- B. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.
- **C. Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.**

**Answer: C**

Explanation:

When using Prompt Builder in a Salesforce org, the correct process involves several important steps:

- \* Select the appropriate prompt template type based on the use case.
- \* Develop the prompt within the prompt workspace, where the template is created and customized.
- \* Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.
- \* Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.
- \* Test and validate the generated responses to ensure accuracy and effectiveness.
- \* Option B is correct as it follows the proper steps for using Prompt Builder.
- \* Option A and Option C do not capture the full process correctly.

References:

- \* Salesforce Prompt Builder Documentation: [https://help.salesforce.com/s/articleView?id=sf.prompt\\_builder\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm)

#### NEW QUESTION # 91

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