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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	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 3	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 4	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 5	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.

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Specialist Exam Objectives

Now we can say that Salesforce Certified AI Specialist Exam (Salesforce-AI-Specialist) exam questions are real and top-notch Salesforce Salesforce-AI-Specialist exam questions that you can expect in the upcoming Salesforce Certified AI Specialist Exam (Salesforce-AI-Specialist) exam. In this way, you can easily pass the Salesforce Salesforce-AI-Specialist exam with good scores. The countless Salesforce Salesforce-AI-Specialist Exam candidates have passed their dream Salesforce Salesforce-AI-Specialist certification exam and they all got help from real, valid, and updated Salesforce-AI-Specialist practice questions, You can also trust on RealVCE and start preparation with confidence.

Salesforce Certified AI Specialist Exam Sample Questions (Q141-Q146):

NEW QUESTION # 141

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 # 142

What is the main purpose of Prompt Builder?

- A. A tool within Salesforce offering real-time AI-powered suggestions and guidance to users, Improving productivity and decision-making.
- B. A tool for developers to use in Visual Studio Code that creates prompts for Apex programming, assisting developers in writing code more efficiently.
- **C. A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work**

Answer: C

Explanation:

Prompt Builder is designed to help organizations create and configure reusable prompts for large language models (LLMs). By integrating generative AI responses into workflows, Prompt Builder enables customization of AI prompts that interact with Salesforce data and automate complex processes. This tool is especially useful for creating tailored and consistent AI-generated content in various business contexts, including customer service and sales.

It is not a tool for Apex programming (as in option A).

It is also not limited to real-time suggestions as mentioned in option C. Instead, it provides a flexible way for companies to manage and customize how AI-driven responses are generated and used in their workflows.

Reference:

Salesforce Prompt Builder Overview: https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION # 143

When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

- **A. Einstein Service Replies**
- B. Einstein Reply Recommendations
- C. Einstein Grounding

Answer: A

Explanation:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

- * Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.
- * Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.
- * Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

References:

* Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

NEW QUESTION # 144

An AI Specialist is creating a custom action for Agentforce.

Which setting should the AI Specialist test and iterate on to ensure the action performs as expected?

- **A. Action Instructions**
- B. Action Input
- C. Action Name

Answer: A

Explanation:

To ensure a custom action in Agentforce performs as expected, the AI Specialist must focus on Action Instructions. Here's why:

- * Action Instructions define the logic, parameters, and steps the AI should follow to execute the action.

They include:

- * How input data is processed.
- * API calls or Apex invocations.
- * Conditional logic (e.g., decision trees). Testing and iterating on these instructions ensures alignment with the intended workflow. For example, incorrect API endpoint references or misconfigured parameters in the instructions will cause failures.
- * Action Input (Option A) refers to the data provided to the action. While validating input formats is important, inputs are static once defined. The primary issue lies in whether the instructions correctly use the inputs.
- * Action Name (Option B) is a descriptive label and does not affect functionality.

Salesforce Documentation Support:

- * Salesforce Einstein Bots & Custom Actions Guide highlights that Action Instructions are where the "core logic" resides, requiring rigorous testing (Source: Einstein Bots Developer Guide).
- * Trailhead Module "Build Custom Actions for Einstein Bots" emphasizes refining instructions to handle edge cases and validate outputs (Source: Trailhead).

By iterating on Action Instructions, the AI Specialist ensures the action's logic, integrations, and error handling are robust.

NEW QUESTION # 145

An AI Specialist wants to troubleshoot their Agent's performance.

Where should the AI Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Event Logs
- **B. Plan Canvas**
- C. Agent Settings

Answer: B

Explanation:

Event Logs in Salesforce capture detailed interaction data, including agent errors, triggered actions, and incomplete plans. These logs provide visibility into user-Agent interactions for troubleshooting performance issues. The Einstein Bot Analytics documentation

highlights Event Logs as the primary source for auditing bot behavior and diagnosing issues like misconfigured actions or plan execution failures.

* Plan Canvas (B) is for designing workflows, not auditing.

* Agent Settings (C) control configuration but do not store interaction history.

NEW QUESTION # 146

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