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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	• 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.

Salesforce Certified AI Specialist Exam Sample Questions (Q145-Q150):

NEW QUESTION # 145

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- **A. Dynamic Grounding**
- B. Prompt Defense
- C. Data Masking

Answer: A

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

NEW QUESTION # 146

Which use case is best supported by Salesforce Einstein Copilot's capabilities?

- **A. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.**
- B. Enable data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities
- C. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.

Answer: A

Explanation:

Salesforce Einstein Copilot is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

Option A is correct because Einstein Copilot brings a conversational interface that caters to a wide range of users.

Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Einstein Copilot.

Reference:

Salesforce Einstein Copilot Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 147

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to

address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

- A. Contract Renewal Date prediction
- B. Product recommendation prediction
- **C. Customer churn prediction**

Answer: C

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

* Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

* Option A (product recommendation prediction) is unrelated to contract cancellations.

* Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

References:

* Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION # 148

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

Answer: B

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

NEW QUESTION # 149

Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Einstein Copilot to improve its processes.

What is a key reason for implementing Einstein Copilot?

- A. Allowing AI to perform tasks without user interaction
- **B. Streamlining workflows and automating repetitive tasks**
- C. Improving data entry and data cleansing

Answer: B

Explanation:

The key reason for implementing Einstein Copilot is its ability to streamline workflows and automate repetitive tasks. By leveraging AI, Einstein Copilot can assist users in handling mundane, repetitive processes, such as automatically generating insights, completing actions, and guiding users through complex processes, all of which significantly improve operational efficiency.

* Option A (Improving data entry and cleansing) is not the primary purpose of Einstein Copilot, as its focus is on guiding and assisting

users through workflows.

* Option B(Allowing AI to perform tasks without user interaction) does not accurately describe the role of Einstein Copilot, which operates interactively to assist users in real time.

Salesforce AI Specialist References:More details can be found in the Salesforce documentation:https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_overview.htm

NEW QUESTION # 150

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