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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	• 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 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	• 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	• 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.

Salesforce Certified AI Specialist Exam Sample Questions (Q81-Q86):

NEW QUESTION # 81
An administrator wants to check the response of the Flex prompt
template they've built, but the preview button is greyed out.
What is the reason for this?

- A. The records related to the prompt have not been selected.
- B. A merge field has not been inserted in the prompt.
- C. The prompt has not been saved and activated,

Answer: A

Explanation:
When thepreview button is greyed outin a Flex prompt template, it is often because the records related to the prompt have not been selected. Flex prompt templates pull data dynamically from Salesforce records, and if there are no records specified for the prompt, it can't be previewed since there is no content to generate based on the template.
* Option B, not saving or activating the prompt, would not necessarily cause the preview button to be greyed out, but it could prevent proper functionality.
* Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.
Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use cases.
Salesforce AI Specialist References:Refer to the documentation on troubleshooting Flex templates here:
https://help.salesforce.com/s/articleView?id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION # 82
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 is not supported in prompt templates.
- B. The User related list should have View All access.
- C. The User related list needs to be included on the record page.

Answer: A

Explanation:
An AI Specialist wants to ground a new prompt template with theUser related list. Grounding in prompt templates involves using

data from related lists to provide context or additional information to the Large Language Model (LLM) when generating responses.
Key Consideration:
* Unsupported Related Lists in Prompt Templates:
* Limitation:TheUser related listisnot supportedin prompt templates for grounding purposes.
* Reason:Salesforce restricts certain objects and related lists from being used in prompt templates to maintain data security and integrity. The User object often contains sensitive information and is subject to strict access controls.
* Impact:Attempting to use the User related list in a prompt template will not work as expected because the system does not support it.
Why Options A and B are Incorrect:
* Option A (The User related list should have View All access):
* Incorrect:Even with View All access, the User related list is still not supported in prompt templates.
* Security Concerns:Granting View All access to the User object is a significant security risk and not a recommended practice.
* Option B (The User related list needs to be included on the record page):
* Incorrect:Including the User related list on the record page does not affect its availability in prompt templates.
* Irrelevance:The placement of the related list on the record page does not change the system's ability to access it in a prompt template.
References:
* Salesforce AI Specialist Documentation -Prompt Templates Limitations:
* Details the objects and related lists that are not supported in prompt templates.
* Salesforce Help -Data Access in Prompt Templates:
* Explains how data access and security considerations affect the use of objects in prompt templates.
* Salesforce Trailhead -Understanding Prompt Template Grounding:
* Provides insights into grounding prompt templates and the limitations involved.
Conclusion:
Since the User related list is not supported in prompt templates, the AI Specialist must consider alternative approaches. They might need to redesign the prompt template to use supported objects or related lists, or explore other methods to incorporate necessary user information while adhering to Salesforce's data access policies.

NEW QUESTION # 83
An AI Specialist needs to enable the use of Sales Email prompt templates for the sales team. The AI Specialist has already created the templates in Prompt Builder.
According to best practices, which steps should the AI Specialist take to ensure the sales team can use these templates?

- A. Assign the Prompt Template Manager permission set and enable Sales Emails in setup.
- B. Assign the Prompt Template User permission set and enable Sales Emails in Setup.
- C. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.

Answer: B

Explanation:
To enable Sales Email prompt templates:
* Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.
* Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.
* Option B (Manager permission set): Required for creating/modifying templates, not for usage.
* Option C (Data Cloud Admin): Unrelated to prompt template access.
References:
* Salesforce Help: Prompt Template Permissions
* Specifies that "Prompt Template User" is required to leverage templates in workflows.
* Sales Email Setup outlines enabling the feature in Setup.

NEW QUESTION # 84
How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

- A. Masked data will be de-masked during request journey.
- B. Masked data will be de-masked during response journey.
- C. Responses that do not meet the relevance threshold will be automatically rejected.

Answer: B

Explanation:
The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.
How It Works:
Data Masking in the Request Journey:
Sensitive Data Identification: Before sending the prompt to the LLM, the Einstein Trust Layer scans the input for sensitive data, such as personally identifiable information (PII), confidential business information, or any other data deemed sensitive.
Masking Sensitive Data: Identified sensitive data is replaced with placeholders or masks. This ensures that the LLM does not receive any raw sensitive information, thereby protecting it from potential exposure.
Processing by the LLM:
Masked Input: The LLM processes the masked prompt and generates a response based on the masked data.
No Exposure of Sensitive Data: Since the LLM never receives the actual sensitive data, there is no risk of it inadvertently including that data in its output.
De-masking in the Response Journey:
Re-insertion of Sensitive Data: After the LLM generates a response, the Einstein Trust Layer replaces the placeholders in the response with the original sensitive data.
Providing Meaningful Responses: This de-masking process ensures that the final response is both meaningful and complete, including the necessary sensitive information where appropriate.
Maintaining Data Security: At no point is the sensitive data exposed to the LLM or any unintended recipients, maintaining data security and compliance.
Why Option A is Correct:
De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.
Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.
Why Options B and C are Incorrect:
Option B (Masked data will be de-masked during request journey):
Incorrect Process: De-masking during the request journey would expose sensitive data before it reaches the LLM, defeating the purpose of masking and compromising data security.
Option C (Responses that do not meet the relevance threshold will be automatically rejected):
Irrelevant to Data Protection: While the Einstein Trust Layer does enforce relevance thresholds to filter out inappropriate or irrelevant responses, this mechanism does not directly relate to the protection of sensitive data. It addresses response quality rather than data security.
Reference:
Salesforce AI Specialist Documentation - Einstein Trust Layer Overview:
Explains how the Trust Layer masks sensitive data in prompts and re-inserts it after LLM processing to protect data privacy.
Salesforce Help - Data Masking and De-masking Process:
Details the masking of sensitive data before sending to the LLM and the de-masking process during the response journey.
Salesforce AI Specialist Exam Guide - Security and Compliance in AI:
Outlines the importance of data protection mechanisms like the Einstein Trust Layer in AI implementations.
Conclusion:
The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

NEW QUESTION # 85
A Salesforce Administrator is exploring the capabilities of Einstein Copilot to enhance user interaction within their organization. They are particularly interested in how Einstein Copilot processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Einstein Copilot directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries,facilitating a broad range of requests from users.
How does Einstein Copilot handle user requests In Salesforce?

- A. Einstein Copilot analyzes the user's request and LLM technology is used to generate and display the appropriate response.
- B. Einstein Copilot will trigger a flow that utilizes a prompt template to generate the message.
- C. Einstein Copilot will perform an HTTP callout to an LLM provider.

Answer: A

Explanation:
Einstein Copilot is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Einstein Copilot analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface.
OptionCaccurately describes this process. Einstein Copilot does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.
References:
* Salesforce AI Specialist Documentation - Einstein Copilot Overview:Details how Einstein Copilot employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.
* Salesforce Help - How Einstein Copilot Works:Explains the underlying mechanisms of how Einstein Copilot processes user requests using AI technologies.

NEW QUESTION # 86
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