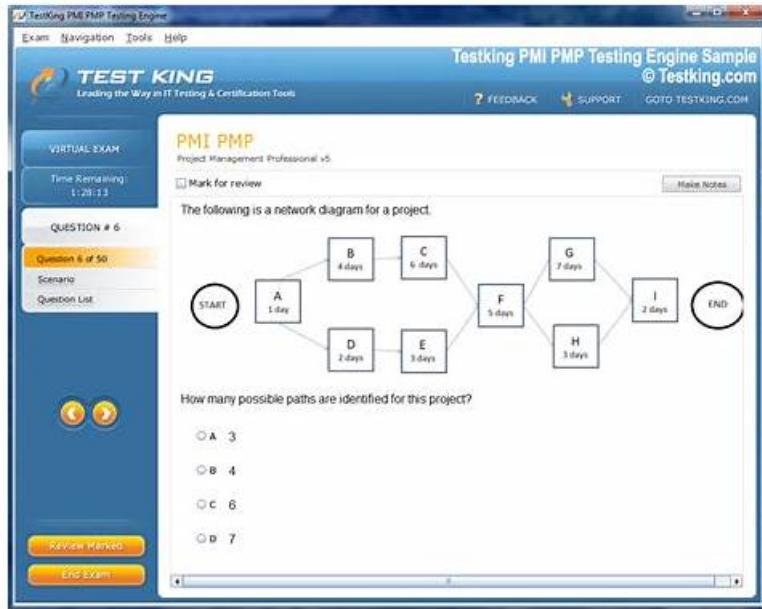


# Valid Test Salesforce-AI-Specialist Testking & Salesforce-AI-Specialist Exam Pass4sure



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## Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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>

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### Salesforce Certified AI Specialist Exam Sample Questions (Q90-Q95):

#### NEW QUESTION # 90

How does an Agent respond when it can't understand the request or find any requested information?

- A. With a generated error message
- B. With a general message asking the user to rephrase the request
- C. With a preconfigured message, based on the action type

**Answer: C**

Explanation:

\* Context of the Question

\* When an Agent (e.g., Agentforce or a similar generative AI assistant in Salesforce) cannot understand a user's request or fails to locate the requested information, it should provide a coherent fallback.

\* Fallback / Error Handling in Agentforce

\* Preconfigured or "Fallback" Message: Typically, within the setup of any AI assistant, admins define a fallback or "failure" response. This message can be tailored to each action type or scenario (e.g., "No data found," "Sorry, I didn't get that-please try again," etc.).

\* Why Not an Automatically Generated Error Message?(Option A) AI assistants rarely show raw system error messages; they generally display friendly, standardized messages.

\* Why Not a Purely Generic "Rephrase" Message?(Option B) Although an agent might prompt the user to rephrase, Salesforce best practices are to configure a fallback response or fallback action that aligns with the brand and the context. This is typically a "preconfigured message based on the action type."

\* ConclusionBecause the assistant uses a preconfigured fallback that is set up in the environment (for example, in the agent's or domain's settings), the correct choice is Option C.

Salesforce AI Specialist References & Documents

\* Salesforce Pilot / Agentforce Setup DocumentationExplains how to configure a fallback or default message when the AI cannot fulfill a user's request.

\* Salesforce AI Specialist Study GuideDetails best practices for AI-driven assistants and how fallback scenarios are handled with preconfigured messages.

#### NEW QUESTION # 91

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

- A. Sales Email prompt template
- B. Flex Prompt template
- C. Field Generation prompt template

**Answer: C**

Explanation:

\* Context of the QuestionUniversal Containers (UC) wants to automatically populate the Description field on the Account object.

The AI-driven solution must generate textual data and write it directly into a field.

\* Field Generation Prompt Template

\* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

\* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

\* Why Not Flex or Sales Email Prompt Templates?

\* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

\* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

\* ConclusionFor automatically populating the Description field with AI-generated content, theField Generation prompt template(Option A) is the correct choice.

Salesforce AI Specialist References & Documents

\* Salesforce Documentation: Prompt Template TypesExplains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

\* Salesforce AI Specialist Study GuideHighlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

## NEW QUESTION # 92

Universal Containers aims to streamline the sales team's daily tasks by using AI.

When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI generated summary field for sales contracts.
- B. Populate an AI-generated time-to close estimation to opportunities
- C. Populate an AI generated lead score for new leads.

**Answer: A**

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

## NEW QUESTION # 93

Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, products, and other custom phrases.

Which feature should the AI Specialist set up to enable UC's sales team?

- A. Call Summaries
- B. Call Insights
- C. Call Explorer

**Answer: B**

Explanation:

To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the AI Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation.

This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.

\* Call Summaries provide a general overview of the call but do not specifically highlight keywords or topics.

\* Call Explorer is a tool for navigating through call data but does not focus on automatic insights.

For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

## NEW QUESTION # 94

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

**Answer: C**

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 # 95

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