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Salesforce Salesforce-AI-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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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Salesforce Certified AI Specialist Exam Sample Questions (Q115-Q120):

NEW QUESTION # 115

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- A. Data masking
- B. Zero-data retention policy
- C. Dynamic grounding with secure data retrieval

Answer: C

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

Reference:

Salesforce Developer Documentation on Einstein Trust Layer

Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION # 116

Universal Containers has a custom Agent action calling a flow to retrieve the real-time status of an order from the order fulfillment system.

For the given flow, what should the AI Specialist consider about the running user's data access?

- A. The custom action adheres to the permissions, field-level security, and sharing settings configured in the flow.
. The Agent will always run flows in system mode so the running user's data access will not affect the data returned.
- B. The flow must have the "with sharing" permission selected in the advanced settings for the permissions, field-level security, and sharing settings to be respected.

Answer: A

Explanation:

When a flow is invoked via a custom Agent action, its data access depends on the flow's runtime configuration, not system mode by default. Salesforce flows can be configured to respect the running user's permissions and sharing settings:

* If the flow is set to "Run as the User Who Launched the Flow" (enabled in Flow Settings), it adheres to the user's permissions, field-level security (FLS), and sharing rules.

* Option C is incorrect because flows do not always run in system mode unless explicitly configured to do so.

* Option A is misleading because "with sharing" is an Apex concept, not a flow setting. Flows use runtime settings like FLS and sharing enforcement.

References:

* Salesforce Help: Flow Runtime and Security Context

* Flow Settings: "Run with User Permission and Field-Level Security" ensures data access aligns with the user's permissions.

NEW QUESTION # 117

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.

How should the AI Specialist integrate the custom LLM into Salesforce?

- A. Add the fine-tuned LLM in Einstein Studio Model Builder.
- B. Enable model endpoint on OpenAI and make callouts to the model to generate emails.
- C. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.

Answer: A

Explanation:

Since security and data privacy are critical, the best option for the AI Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

* Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.

* Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.

Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION # 118

An AI Specialist at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the AI Specialist recommend to achieve this use case?

- A. Deploy UC's own custom foundational model on this data first.
- B. Fine-Tune the standard foundational model due to the complexity of the data.
- C. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.

Answer: C

Explanation:

For no-code implementations, Prompt Builder allows AI Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

NEW QUESTION # 119

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record.

What is the most likely explanation for why the draft email shows these placeholders?

- A. The user does not have permission to access the fields.
- B. The user does not have Einstein Sales Emails permission assigned.
- C. The user's locale language is not supported by Prompt Builder.

Answer: A

Explanation:

When using Einstein Generative AI to create personalized emails, if placeholders appear in the draft email where data from a recipient's Contact record should be, the most likely reason is that the user lacks permission to access the necessary fields.

Salesforce's field-level security may prevent users from viewing or utilizing certain data fields, resulting in placeholders being shown

id=sf.email_templates_field_permissions.htm

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