

### Build Salesforce AI Solutions (SAI201)

OEM: Salesforce • Duration: 3 Days (24 hrs) • Code: AI-201

#### COURSE MODULES & TOPICS

##### Module 1: Einstein Trust Layer (15%)

- Identify security, privacy, and grounding features of the Einstein Trust Layer
- Implement and manage the Einstein Trust Layer
- Configure and audit AI solutions for safe delivery

##### Module 2: Generative AI in CRM Applications (17%)

- Identify generative AI features in Einstein for Sales (Sales Summaries, Sales Emails)
- Identify generative AI features in Einstein for Service (Service Replies, Work Summaries)

##### Module 3: Prompt Builder (37%)

- Determine when Prompt Builder is appropriate for business requirements
- Identify suitable user roles for managing and executing prompt templates
- Recognize considerations for creating prompt templates
- Identify appropriate grounding techniques
- Explain processes for creating, activating, and executing prompt templates
- Best practices: clarity, specificity, output formatting, guardrails, role assignment, testing and iteration

##### Module 4: Agentforce / Einstein Copilot (23%)

- Agentforce features, capabilities, and use cases
- Explain how the Atlas reasoning engine identifies and executes agent actions
- Configure agent topics, actions, and instructions
- Leverage standard and create custom agent actions using Agent Builder
- Data Cloud for Agentforce: Agentforce Data Library types, chunking, indexing, retriever types
- Agentforce Testing Center validation
- Multi-agent interoperability (Model Context Protocol, agent-to-agent communication)

##### Module 5: Model Builder (8%)

- Determine when Model Builder is appropriate for business requirements
- Configure standard, custom, and Bring Your Own LLM (BYOLLM) generative models
- Create foundational models using hyperparameters