

Salesforce Certified AI Associate Training

COURSE CONTENT

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Salesforce Certified AI Associate Training by Multisoft Systems is designed to provide professionals with a deep understanding of how to integrate artificial intelligence (AI) into Salesforce ecosystems. This training covers key AI concepts, tools, and best practices essential for leveraging AI to drive business value and improve customer experiences.

Module 1: AI Fundamentals

- ✓ Explain the basic principles and applications of AI within Salesforce.
- ✓ Differentiate between the types of AI and their capabilities.

Module 2: AI Capabilities in CRM

- ✓ Identify CRM AI capabilities.
- ✓ Describe the benefits of AI as they apply to CRM.

Module 3: Ethical Considerations of AI

- ✓ Describe the ethical challenges of AI (for example, human bias in machine learning, lack of transparency, etc.).
- ✓ Apply Salesforce's Trusted AI Principles to given scenarios.

Module 4: Data for AI

- ✓ Describe the importance of data quality.
- ✓ Describe the elements/components of data quality.