Free Salesforce Als-Con-201 Practice Questions

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Question 1

Question Type: MultipleChoice

Choose 1 option.

An Agentforce Life Sciences Consultant is setting up sample limits for a controlled substance. Legal requires that, if a field sales rep attempts to disburse more than the allowed quantity, the system must strictly prevent the transaction. The rep should receive a message and be unable to submit the visit until the quantity is corrected.

How should the consultant configure the Limit Enforcement Type on the Sample Limit Template?

Options:

A- Set the Limit Enforcement Type to Warning.
B- Set the Limit Enforcement Type to Block.
C- Set the Limit Enforcement Type to Error.

Answer:

C

Explanation:

Option C is correct because the requirement is strict enforcement. Salesforce Help for Sample Limit Template types states that when the enforcement type is Error, distributions are blocked after limits are met. This directly matches the legal requirement in the question: the field sales rep must be prevented from submitting the visit when the disbursement quantity exceeds the allowed limit.

A controlled substance requires a hard compliance stop rather than a soft business warning. Setting the Limit Enforcement Type to Error ensures that the rep receives an error message and must correct the sample quantity before continuing. This protects the company from noncompliant disbursements and supports controlled sampling governance.

Option A is incorrect because Warning is a soft-limit behavior. A warning may alert the rep that the limit has been exceeded, but it allows the rep to proceed. That does not meet the requirement to strictly prevent the transaction. Option B is also not the best answer because ''Block'' is not the documented Limit Enforcement Type in the sample-limit template options shown in Salesforce's Life Sciences sample limit resources. The documented strict enforcement behavior is Error. Therefore, for controlled substances or any legally required hard stop, the consultant should configure the Sample Limit Template with Limit Enforcement Type set to Error.

Question 2

Question Type: MultipleChoice

Choose 1 option.

When a field sales rep delivers samples they have physically received but have not yet acknowledged in the system, a Product Disbursement record is created with a warning. The system must maintain inventory integrity.

Which action is required to reconcile the product sample count?

Options:

A- The system temporarily pauses updates to the Remaining Quantity and Quantity On Hand fields; the rep must acknowledge the inventory, and then click the Resolve Disbursement quick action button to finalize the update.
B- The disbursement is blocked until the Life Sciences Commercial Admin manually overrides the ''Unresolved'' status in the Admin Console under Org-Wide Settings.
C- The system automatically triggers a Manual Adjustment operation to force the counts to match; the rep must then generate an electronic receipt to clear the warning.

Answer:

A

Explanation:

The correct answer is A because Salesforce Life Sciences Sample Inventory Management includes a process for fixing unresolved product disbursements. Salesforce Help for managing samples references Fix Unresolved Product Disbursements, and the same Sample Inventory Management area describes inventory operations such as transfers, returns, shipments, assigned batches, and product disbursements as part of the sample lifecycle.

The issue occurs because the rep physically received samples and handed them to an HCP before formally acknowledging the inventory in the system. To preserve inventory integrity, Salesforce cannot simply reduce inventory counts as if the stock were already confirmed in the rep's available inventory. Instead, the system flags the Product Disbursement as unresolved. The rep must first acknowledge the inventory so the system recognizes the received stock, and then use the Resolve Disbursement quick action to complete the reconciliation and finalize the inventory count updates.

Option B is incorrect because the process does not require an admin to manually override an unresolved status in org-wide settings. This is an operational correction handled by the rep through the sample inventory workflow. Option C is also incorrect because forcing a Manual Adjustment would bypass the intended reconciliation process and could weaken auditability. The proper Life Sciences process is to acknowledge the inventory and then resolve the disbursement using the quick action.

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Question 3

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma wants to use Activity Plans to measure high-impact activities with specific Healthcare Providers (HCPs) who are aligned with the company's objectives and need to be measured differently.

Which Activity Plan configuration on the Provider Activity Goal Measure screen is critical to measure such high-impact activities?

Options:

A- Select the option High Impact Goal for the Type field.
B- Select the option Weighted Goal for the Type field.
C- Enter the weighted percentage in the Activity Impact field.

Answer:

B

Explanation:

Option B is correct because Salesforce Life Sciences Activity Plans use weighted goals to measure activities differently based on business importance. Salesforce Help for creating Activity Plans states that, to track weighted goals, administrators create Provider Activity Goal Measure records to define weights, select Weighted Goal in the Type field, and assign a value in Activity Weight Value. This directly supports the requirement to measure high-impact activities differently from standard activities.

Activity Plans are designed to transform provider interaction strategies into actionable goals and targets for field representatives. When certain activities with specific HCPs are more strategically important, weighted goals allow those activities to contribute differently to plan performance. This is more precise than simply counting every activity equally.

Option A is incorrect because ''High Impact Goal'' is not the documented Type value for this configuration. The Salesforce Help wording identifies ''Weighted Goal'' as the Type value used for weighted measurement. Option C is also not correct because the documented field is Activity Weight Value, not Activity Impact. Even if a percentage-based concept sounds plausible, the standard configuration step is to set the Provider Activity Goal Measure Type to Weighted Goal and enter the weight value. Therefore, the consultant should select Weighted Goal for the Type field.

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Question 4

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma developed a custom Lightning web component to display ''Competitor Insights'' directly on the Account record page in the Agentforce Life Sciences mobile app. The component was added to the page, but it fails to render correctly as an inline component.

Which prefix should be applied to the Lightning web component's API name to ensure it functions as an inline component in the mobile app?

Options:

A- lsc_mobile_
B- lscMobileInline_
C- mobileInline_

Answer:

B

Explanation:

Option B is correct because Salesforce Life Sciences Cloud requires a specific API-name prefix for custom Lightning web components that should render as inline components in the Life Sciences mobile app. Salesforce Help for creating and adding an LWC as an inline component on a record page states that admins must create a custom mobile-ready LWC and add lscMobileInline_ as the prefix for the component's API name. This exact prefix identifies the component as compatible with the Life Sciences mobile inline rendering framework.

This directly matches the issue in the scenario. The component exists and was added to the

Account record page, but it does not render correctly as an inline component in the mobile app. The missing configuration is not the page placement itself, but the required naming convention that allows the Life Sciences mobile app to recognize and render the LWC inline.

Option A, lsc_mobile_, is incorrect because it is not the documented prefix for inline mobile LWCs. Option C, mobileInline_, is also incorrect because it omits the Life Sciences-specific lsc prefix and does not match the Salesforce Help requirement. Therefore, the consultant should rename or recreate the LWC API name using the lscMobileInline_ prefix so it functions correctly as an inline component in the Agentforce Life Sciences mobile app.

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Question 5

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma uses Agentforce Life Sciences for Customer Engagement Sprints to manage two-week execution cycles. Key Account Managers (KAMs) are marking their sprints as ''Finished'' in the picklist, but the system does not recognize them as closed for reporting purposes. The picklist value must map to the system state.

Where should the Agentforce Life Sciences Consultant configure this mapping?

Options:

A- Life Sciences Settings > Key Account Management > General Settings
B- Admin Console > Key Account Management > Sprint Settings
C- Object Manager > Sprint > Fields > Status

Answer:

B

Explanation:

The correct answer is B because sprint completion values are configured in the Life Sciences Admin Console under Key Account Management sprint settings. Salesforce Help for Configure Sprint Completion Statuses states that administrators should go to the App Launcher, open Admin Console, select Key Account Management, and then select Sprints Settings in the left navigation pane. From there, admins add the sprint values that indicate completion.

The scenario says KAMs are selecting a picklist value called ''Finished,'' but the system does not recognize the sprint as closed for reporting. That means the label exists as a picklist option, but it has not been mapped as a completion status in the Life Sciences Key Account Management sprint configuration. The consultant must configure the completion-status mapping in Sprint Settings so the platform treats ''Finished'' as a closed/completed sprint value.

Option A is too broad and does not point to the specific sprint completion configuration. Option C is also incorrect because editing the Status picklist in Object Manager only changes or adds picklist values. It does not tell the Life Sciences Key Account Management logic which values count as completed for reporting and process behavior. Therefore, the mapping should be configured in Admin Console > Key Account Management > Sprint Settings.

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Question 6

Question Type: MultipleChoice

Choose 1 option.

A field sales rep is ready to capture a Healthcare Provider's (HCP's) signature on an iPad for a sample drop-off. For Food and Drug Administration (FDA) 21 CFR Part 11 compliance, the system must capture the image of the signature and create a non-editable audit trail linking the signature to the specific samples and timestamp.

Which Agentforce Life Sciences for Customer Engagement feature should an Agentforce Life Sciences Consultant enable to support this rigorous audit requirement?

Options:

A- Shield Audit Trail
B- DocuSign for Salesforce
C- Digital Verification

Answer:

C

Explanation:

The correct answer is C because Salesforce's electronic signature capability for Life Sciences is Digital Verification. Salesforce Help states that the Electronic Signature feature provides 21 CFR Part 11-ready electronic signature functionality, and the setup guidance directs administrators to configure the Digital Verifications feature to manage electronic signatures in Salesforce rather than relying on a third-party application.

The requirement is specific to regulated sample drop-off. The system must capture the HCP's signature image, associate it with the sample disbursement, preserve the timestamp, and maintain an audit trail that supports compliance expectations. Digital Verification is the Salesforce Life Sciences feature designed to support electronic-signature capture in this type of regulated workflow.

Option A, Shield Audit Trail, is incorrect because Salesforce Shield can help with broader platform security, event monitoring, and auditability, but it is not the Life Sciences feature that captures an HCP's electronic signature for sample drop-off. Option B, DocuSign for Salesforce, is also incorrect because the question asks for the Agentforce Life Sciences for Customer Engagement feature that supports this requirement. Salesforce Help specifically points to Digital Verification for managing electronic signatures directly in Salesforce. Therefore, the consultant should enable Digital Verification to support the 21 CFR Part 11-ready signature and audit requirements.

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Question 7

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma uses a geographic territory model where ''Bay Area General Hospital'' is aligned to the ''San Francisco North'' territory based on zip code. A Healthcare Provider (HCP), whose primary office address is located in Beverly Hills, falls under the ''Los Angeles South'' territory. However, this HCP also actively treats patients at Bay Area General Hospital. The HCP should be automatically aligned to the ''San Francisco North'' territory as well, ensuring the local field sales rep can manage the relationship based on the HCP's work at the hospital.

Which configuration in the Agentforce Life Sciences Admin Console meets this requirement?

Options:

A- Create a territory geo assignment rule using the zip code of the hospital and apply it to the HCP's record.

B- Create an account assignment rule in Territory Management to inherit the territory from the Parent Account field.

C- Create an affiliation alignment rule specifying the Territory and the Affiliation Role, for example, ''Affiliated Practice.''

Answer:

C

Explanation:

The correct answer is C because the HCP should be aligned to the San Francisco North territory based on an affiliation relationship with Bay Area General Hospital, not based on the HCP's primary address. Salesforce Life Sciences Cloud documentation explains that affiliation alignment rules are used to automatically align affiliated accounts to specific territories, and that rules can be created based on criteria such as account type and affiliation details. Salesforce also describes territory alignment for affiliated accounts as a way to determine which accounts users can view and manage based on affiliation-based territory logic.

In this scenario, the hospital is already aligned to San Francisco North through geography. The HCP's personal primary address places them in Los Angeles South, but their active work relationship with Bay Area General Hospital means they should also be aligned to San Francisco North. An affiliation alignment rule can evaluate that relationship and the relevant Affiliation Role, such as ''Affiliated Practice,'' so the HCP is automatically aligned to the hospital-based territory.

Option A is incorrect because a geo assignment rule using the hospital zip code would not apply correctly to an HCP whose primary address is in Beverly Hills. Option B is incorrect because the relationship is not described as a parent-account hierarchy; it is an affiliation. Therefore, the correct configuration is an affiliation alignment rule with the appropriate territory and affiliation role.

Question 8

Question Type: MultipleChoice

Choose 1 option.

An Agentforce Life Sciences Consultant is asked to configure strategic distribution limits for Immunexis 50mg in a high-growth territory. The business requirement mandates that the total quantity available for the territory in the next quarter is capped, and individual field sales reps are restricted from handing off more than 50 units in a single visit.

Which administrative configuration should the consultant recommend?

Options:

A- Create an Advanced Sample Limit Template and set the Maximum Quantity per Visit to 50 at the Healthcare Provider account level.

B- Modify the Life Sciences Marketable Product record to set the Max Sample Order Quantity to 50 for the entire organization.
C- Create a Territory Product Quantity Allocation record, define the Allocated Quantity for the territory, and set the Max Disbursement Limit Quantity to 50.

Answer:

C

Explanation:

Option C is correct because Territory Product Quantity Allocations are designed to manage sample product distribution at the territory level. Salesforce Help explains that territory product quantity allocations and sample limits both help manage sample distribution to HCPs, but territory product quantity allocation is used when the business needs to allocate a defined product quantity to a territory. Salesforce's setup guidance for Territory Product Quantity Allocations also states that Max Disbursement Limit Quantity is the maximum amount a sales rep can disburse in a given visit.

This directly matches the requirement. Cumulus Pharma wants to cap the total quantity of Immunexis 50mg available for a high-growth territory in the next quarter and also prevent reps from handing off more than 50 units in a single visit. A Territory Product Quantity Allocation record can store the territory-level allocated quantity, while Max Disbursement Limit Quantity enforces the per-visit disbursement cap.

Option A is incorrect because an Advanced Sample Limit Template focuses on account or provider-level sample limits, not the total allocation available to a territory. Option B is also incorrect because changing the Life Sciences Marketable Product globally would affect the entire organization, not just the high-growth territory. Therefore, the correct recommendation is to create a Territory Product Quantity Allocation record and set the per-visit max disbursement limit to 50.

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Question 9

Question Type: MultipleChoice

Choose 1 option.

An Agentforce Life Sciences Consultant built an Experience Cloud page for Remote Engagement. They need to drag the specific standard component onto the canvas that renders the video player and handles the Terms & Conditions logic.

Which out-of-the-box component should the consultant Choose?

Options:

A- HCP Remote Platform Conference
B- Twilio Connector
C- Remote Video Player

Answer:

A

Explanation:

Option A, HCP Remote Platform Conference, is correct. In Salesforce Life Sciences Cloud Remote Engagement, the consultant creates an Experience Cloud site so Healthcare Providers can join remote visits. Salesforce Help specifically states that the HCP Remote Platform Conference component is available under Custom Components and can also be found through the search bar when building the Experience Cloud page. This is the component that is placed on the page to support the remote engagement conference experience.

The question also mentions video playback and Terms & Conditions logic. Salesforce Life Sciences Cloud Remote Engagement setup includes configuration for video call settings and video call Terms and Conditions, and the Experience Cloud site component is the user-facing component that brings the HCP remote conference experience onto the page. Salesforce Help also references Remote Engagement setup tasks such as configuring video call settings with Twilio and configuring video call Terms and Conditions, showing that Twilio is part of the underlying video-call configuration rather than the Experience Cloud page component itself.

Option B, Twilio Connector, is incorrect because Twilio configuration supports the video service settings, but it is not the component dragged onto the Experience Cloud page canvas. Option C, Remote Video Player, is not the standard component name identified in the Salesforce setup documentation. Therefore, the out-of-the-box component the consultant should select is HCP Remote Platform Conference.

Question 10

Question Type: MultipleChoice

Choose 1 option.

The intake team at Cumulus Pharma handles Healthcare Provider (HCP) consent forms by fax and email. The operations manager needs a report to analyze the volume of documents based on whether they were ''Incoming'' or ''Outgoing'' to HCPs. The report must filter based on the direction of the document flow using standard fields.

Which field on the Received Document object should an Agentforce Life Sciences Consultant recommend for grouping this report?

Options:

A- Flow Type
B- Direction
C- Document Status

Answer:

B

Explanation:

The correct answer is B because the standard field that represents whether a received document is incoming or outgoing is Direction. Salesforce's Life Sciences Cloud Developer Guide for the ReceivedDocument object lists direction values such as INCOMING --- Incoming and OUTGOING --- Outgoing, which directly matches the reporting requirement in the scenario.

The operations manager wants to analyze document volume based on whether consent forms are flowing into the organization from HCPs or being sent out to HCPs. That is a directional reporting requirement, not a document lifecycle or status requirement. Grouping the report by the Direction field allows the team to separate inbound consent forms from outbound documents using standard Salesforce data rather than creating a custom field or relying on interpretation.

Option A, Flow Type, is incorrect because the question is not asking about a business process type, document-processing flow, or automation path. It specifically asks for whether the document was incoming or outgoing. Option C, Document Status, is also incorrect because status would indicate where the document is in its lifecycle, such as received, processed, pending, or completed depending on configuration. Status does not define the direction of the document exchange. Therefore, the consultant should recommend grouping and filtering the report by the standard Direction field on Received Document.

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Question 11

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma wants the field team to log internal activities, such as ''Quarterly Sales

Training'' or ''Team Lunch,'' on their Agentforce Life Sciences for Customer Engagement calendar. These events are not related to specific Accounts, such as Healthcare Providers (HCPs) or Healthcare Organizations (HCOs), but must be visible for capacity planning. The solution must use the standard Agentforce Life Sciences object designed for non-customer schedule items.

Which object should an Agentforce Life Sciences Consultant use to log these activities?

Options:

A- General Event
B- Event
C- Time Off Territory

Answer:

B

Explanation:

The correct answer is B because Salesforce Life Sciences calendar configuration represents General Event calendar entries using the standard Event object. Salesforce Help for configuring calendar events in Life Sciences Cloud lists calendar event types and shows General Event with the object/API reference Event. This means that the standard object used to store general, non-customer calendar activities is Event, even though the user-facing event type is called General Event.

In the scenario, the activities are internal items such as sales training or team lunch. They are not visits, HCP interactions, HCO engagements, or account-specific activities. They still need to appear on the rep's calendar for capacity planning. Therefore, they should be logged as general calendar events on the standard Event object.

Option A, General Event, is tempting because it describes the business meaning of the schedule item. However, the question asks which object should be used. Salesforce's configuration identifies the object as Event. Option C, Time Off Territory, is incorrect because that object is used to log and manage time away from assigned territories, such as PTO or territory unavailability. A team lunch or sales training is not necessarily time away from territory and is better represented as a general calendar event. Therefore, the consultant should use the Event object.

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Question 12

Question Type: MultipleChoice

Choose 1 option.

A Key Account Manager (KAM) needs to map the influence structure of a hospital's Pharmacy & Therapeutics committee. They need to record that a Healthcare Provider (HCP) is a ''High Influence'' stakeholder and a ''Supporter'' of the new drug. This must be stored on the specific record linking the Person Account to the Account Plan.

Which object captures these profiling attributes?

Options:

A- Account Contact Relation
B- Account Plan Participant
C- Account Plan Stakeholder

Answer:

C

Explanation:

Option C, Account Plan Stakeholder, is correct because the requirement is to capture stakeholder-profiling attributes within a Key Account Management account plan. Salesforce Help describes Account Plan Stakeholders as the way to influence an account's decision-making policies by adding stakeholders to an account plan. That aligns directly with the scenario, where the KAM is mapping the influence structure of a hospital's Pharmacy & Therapeutics committee and classifying an HCP as ''High Influence'' and a ''Supporter.''

The Salesforce Key Account Management Account Plan data model includes Account Plan, Account Plan Participant, Account Plan Participant Stakeholder, Account Plan Stakeholder, Account Plan Stakeholder Action, and Account Plan Stakeholder Product. This confirms that stakeholder management is part of the standard KAM account-planning architecture, and Account Plan Stakeholder is the object used to represent stakeholders in the account plan context.

Option A is incorrect because Account Contact Relation represents a relationship between an account and a contact in standard Salesforce account modeling. It does not represent the stakeholder's role, sentiment, or influence inside a specific Life Sciences Account Plan. Option B, Account Plan Participant, is also not the best answer because participants are users or collaborators who work on the account plan, while stakeholders represent the external decision-makers or influencers being profiled. Therefore, the correct object for storing stakeholder attributes such as influence level and support position is Account Plan Stakeholder.

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