Free Questions for Als-Con-201

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Question 1

Question Type: MultipleChoice

Choose 1 option.

An Agentforce Life Sciences Consultant updated the Account page layout and modified several translation files. Field sales reps using offline mode cannot see these changes in their Agentforce Life Sciences mobile app, even after a successful data sync.

Which action ensures the changes are available for offline users?

Options:

A- Reset the Sync Processor job status.
B- Update the Mobile Offline Briefcase filters.
C- Generate a new metadata cache for the relevant profiles.

Answer:

C

Explanation:

Option C is correct because Life Sciences mobile offline behavior depends on metadata cache for page layouts, metadata definitions, and offline user interface configuration. Salesforce Help for customizing the Life Sciences Cloud mobile app states that the generated metadata cache includes object schemas and metadata definitions that the mobile app stores locally to support both online and offline modes. Salesforce Help for setting up the Life Sciences Cloud mobile app also identifies object metadata cache settings, application settings, profile-based configurations, and UI customizations as part of the mobile setup process.

This directly matches the issue. The reps completed a data sync, but data sync alone does not necessarily refresh page layout metadata or translation changes used by the offline mobile app. Since the consultant changed Account page layout configuration and translation files, the correct action is to regenerate the metadata cache for the relevant profiles so offline users receive the updated metadata package.

Option A is incorrect because resetting the Sync Processor job status addresses synchronization processing, not metadata or translation availability. Option B is also incorrect because Mobile Offline Briefcase filters control which records or data are available offline; they do not publish updated page layouts or translated labels. Therefore, the consultant should generate a new metadata cache for the affected profiles.

Question 2

Question Type: MultipleChoice

Choose 1 option.

A Healthcare Provider (HCP) has a primary address in a zip code aligned to the San Francisco South territory but practices at a hospital located in the San Francisco North territory. The business requires the HCP to be automatically mapped to the San Francisco North territory based on the practice location.

Which assignment rule configuration meets this requirement?

Options:

A- Assign the HCP to the San Francisco North territory and exclude the record from future assignment rules.
B- Create a territory geo assignment rule that aligns the HCP based on the zip code of their primary address.
C- Set up an affiliation assignment rule that aligns the HCP based on the relationship with the hospital.

Answer:

C

Explanation:

Option C is correct because the business requirement is based on the HCP's relationship with a hospital, not the HCP's primary address. Salesforce Life Sciences Cloud Affiliations help organizations understand and map relationships between Healthcare Providers and Healthcare Organizations. Salesforce Help also describes Territory Alignment for Affiliated Accounts, where affiliated accounts can be aligned to territories based on affiliation relationships. This fits the scenario: the HCP's primary address points to San Francisco South, but their practice relationship with a hospital points to San Francisco North.

Option A is not the best answer because manually assigning the HCP to San Francisco North and excluding the record from future assignment rules creates a one-off exception. That may work temporarily, but it does not meet the requirement for automatic mapping based on practice location and affiliation. Option B is incorrect because it would use the HCP's primary address zip code, which the scenario says is aligned to San Francisco South. That would produce the wrong territory.

An affiliation assignment rule aligns the HCP based on their relationship with the hospital, so the HCP can be mapped to San Francisco North when the hospital affiliation drives the business alignment. Therefore, the correct configuration is to set up an affiliation assignment rule based on the HCP-HCO relationship.

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Question 3

Question Type: MultipleChoice

Choose 1 option.

An Agentforce Life Sciences Consultant wants to identify whether a physician is flagged as a speaker.

Which object contains this information in Agentforce Life Sciences for Customer Engagement?

Options:

A- Board Certification
B- Healthcare Provider
C- Person Account

Answer:

B

Explanation:

Option B is correct because the Healthcare Provider object contains provider-specific Life Sciences attributes, including whether the provider is designated as a speaker for engagement. Salesforce's Life Sciences Cloud Developer Guide for the HealthcareProvider object states that the object and its fields are used by Account Management and Segmentation, and the search result for the same Salesforce object documentation identifies a field that indicates whether the provider is designated as a speaker for engagement, with a default value of false. This directly matches the question's requirement to identify whether a physician is flagged as a speaker.

Option A, Board Certification, is incorrect because board certification stores credential or certification information about a provider. It may help qualify the provider professionally, but it does not represent the commercial engagement flag that identifies whether the provider is a speaker. Option C, Person Account, is also not the best answer. In Life Sciences Cloud, physicians are commonly represented through Person Accounts, but the speaker designation is stored in the Healthcare Provider data model, not as a generic Person Account-only attribute.

Therefore, when the consultant needs to identify whether a physician is flagged as a speaker in Agentforce Life Sciences for Customer Engagement, the correct object to reference is Healthcare Provider.

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Question 4

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma has deployed an Experience Cloud site to serve as the portal for Remote Engagement video calls. When a Healthcare Provider (HCP) attempts to join a call using the link provided in their email, they receive an insufficient permissions error.

What should the Agentforce Life Sciences Consultant assign to the Site Guest User to resolve this access issue?

Options:

A- The Life Sciences Commercial Admin permission set

B- A standard Customer Community Plus license

C- The Access Remote Engagement for Digital Experience permission set

Answer:

C

Explanation:

Option C is correct because the issue occurs when an HCP joins a Remote Engagement call through an Experience Cloud site link. In this flow, the external HCP typically accesses the site as the Site Guest User, so the guest user needs the correct permission set to use the remote engagement experience. Salesforce Help for creating an Experience Cloud site for Remote Engagement states that admins must assign permission sets to the guest user of the site, including Access Remote Engagement for Digital Experience. This directly matches the error in the question: the HCP reaches the site, but receives an insufficient permissions error.

Option A is incorrect because the Life Sciences Commercial Admin permission set is intended for administrative users, not the Site Guest User serving an unauthenticated Remote Engagement portal. Assigning broad admin permissions to a guest user would also be inappropriate from a security and compliance perspective. Option B is also incorrect because the requirement is not to license the HCP as a Customer Community Plus user. The scenario describes an HCP joining from a link, and the Salesforce setup guidance specifically identifies a permission-set assignment for the Site Guest User.

Therefore, the consultant should assign the Access Remote Engagement for Digital Experience permission set to the Experience Cloud Site Guest User.

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Question 5

Question Type: MultipleChoice

Choose 1 option.

An Agentforce Life Sciences Consultant is designing the data model for a new product launch. Specific slide decks must be linked to the ''Immunexis'' product so that detailed analytics can be generated regarding which products are being detailed during visits. The solution must use the standard Agentforce Life Sciences for Customer Engagement data model.

Which object should the consultant use?

Options:

A- Presentation Linked Page
B- Presentation Page Product
C- Product Media Link

Answer:

B

Explanation:

Option B is correct because Presentation Page Product is the standard Life Sciences Cloud object that links presentation content to products. Salesforce's Life Sciences Cloud Developer Guide states that PresentationPageProduct represents the link between a presentation page and a product, and may also include a connection to product guidance or product messages. This directly matches the requirement to link Immunexis to specific presentation pages or slide content so analytics can identify which products were detailed during visits.

Salesforce's Intelligent Content data model also includes Presentation, Presentation Linked Page, Presentation Page, Presentation Page Product, Product2, Life Science Marketable Product, Provider Visit, and visit-detailing objects. This confirms that Presentation Page Product is part of the standard content and detailing analytics architecture for Life Sciences Customer Engagement.

Option A, Presentation Linked Page, is not the best answer because it links pages within presentation structure, but it does not specifically represent the product association. Option C, Product Media Link, is not the documented standard object for connecting Life Sciences presentation pages to products. Salesforce also provides a Presentation Page Product API resource for creating or updating product and guidance associations for a presentation page, reinforcing that this is the intended object.

Therefore, the consultant should use Presentation Page Product.

Question 6

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 7

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma requires strict adherence to compliance standards regarding sample inventory. A specialty sales rep needs to perform an unscheduled check of their physical inventory before a site visit. Upon counting, they are physically holding 95 units of ''Immunexis 50mg,'' but the system currently records a balance of 100 units. The sales operations director wants to ensure that, when the rep submits this count, the system follows all compliance guidelines.

Which functionality will meet this requirement?

Options:

A- Perform a Return operation for the 5 missing units to the distribution center, then submit an Audited inventory count.

B- Submit an Initial inventory count assessment; the system overrides the previous balance with the new value of 95.

C- Submit an Ad Hoc inventory count assessment; the system automatically creates an Adjustment transaction to reconcile the difference.

Answer:

C

Explanation:

Option C is correct because an Ad Hoc inventory count assessment is used for an unscheduled inventory check, and Salesforce Life Sciences Sample Inventory Management supports discrepancy adjustments when the counted quantity differs from the system quantity. Salesforce Help states that when a discrepancy is recorded in an inventory count, Sample Inventory Management adjusts the system count positively or negatively to match the actual count. In this scenario, the rep physically counts 95 units while the system shows 100, so the compliant process is to submit the count and let the system create the adjustment transaction for the five-unit negative discrepancy.

Salesforce Help also describes Inventory Count Assessment as the object that captures the overview of the count, including where the assessment occurs and the assessment type. This supports using an inventory count assessment rather than manually changing inventory balances.

Option A is not correct because the missing units were not returned to the distribution center; creating a return would misrepresent the physical inventory event. Option B is also incorrect because an Initial inventory count is used for establishing an initial count, not for reconciling an unscheduled discrepancy after inventory already exists. Therefore, the correct compliant action is to submit an Ad Hoc inventory count assessment and let the system generate the adjustment transaction.

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Question 8

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma requires the Agentforce Life Sciences for Customer Engagement Account Summary to include historical data from the Account record and related Healthcare Provider and Contact Point Address records.

Which configuration defines the object relationships for this summary?

Options:

A- Cross-Object Field History Graph
B- Actionable Relationship Center
C- Affiliation Alignment Rules

Answer:

A

Explanation:

Option A is correct because Account Summarization uses a cross-object graph to define which objects and relationships are included in the generated summary. Salesforce Help states that administrators can create cross-object graphs from a predefined Account Summarization template to provide a complete view of an account and its related objects. This directly matches the requirement to include Account data and related Healthcare Provider and Contact Point Address information in the summary.

The phrase ''historical data'' is also important. Salesforce Account Summarization setup includes configuring history tracking for the fields included in the template, so Agentforce can summarize recent changes from the selected objects and fields. The cross-object graph defines the relationship structure, while field history tracking provides the change history used in the summary.

Option B, Actionable Relationship Center, is not the best answer. Actionable Relationship Center is used to visualize related records and relationships, but the Account Summary configuration specifically relies on cross-object graphs. Option C, Affiliation Alignment Rules, is unrelated because those rules support territory alignment for affiliated accounts, not Account Summary object relationships. Therefore, the consultant should use a Cross-Object Field History Graph to define the Account, Healthcare Provider, Contact Point Address, and related-object structure used by Agentforce Account Summary.

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Question 9

Question Type: MultipleChoice

Choose 1 option.

Cumulus Pharma uses the Territory Management feature to align Healthcare Provider (HCP) and Healthcare Organization (HCO) records with field sales reps. A significant number of HCOs have complex affiliations. The company wants reps to manually align affiliated accounts, when required, with their current territory.

Which configuration in the Admin Console is necessary to enable this requirement?

Options:

A- Select ''Allow affiliated account alignment outside the user's territory'' in Territory Management > Affiliation Rules.
B- Select ''Enable users to search for accounts outside the user's territory'' in Account Management > Account Search Preferences.
C- Select ''Enable users to align affiliated accounts to the user's territory'' in Account Management > Affiliation.

Answer:

C

Explanation:

Option C is correct because Salesforce Life Sciences Cloud supports manual territory alignment for affiliated accounts. Salesforce Help for Territory Alignment for Affiliated Accounts states that a user's territory determines which accounts they can view and manage, and that users can manually align an affiliated account to their territory. The broader Affiliations documentation also explains that affiliation alignment rules can automatically align affiliated accounts, but the scenario specifically asks for manual alignment by field users when needed.

The correct Admin Console setting is therefore the one that enables users to align affiliated accounts to the user's territory. This setting allows reps working with complex HCO/HCP affiliation networks to bring relevant affiliated accounts into their current territory alignment when the relationship is valid for their business process.

Option A is not the best answer because the requirement is not to align accounts outside the user's territory. It is to let users align affiliated accounts to their own current territory. Option B is also incorrect because searching for accounts outside the user's territory only affects discoverability. It does not grant the ability to perform the actual affiliated-account alignment. Therefore, the consultant should enable ''Enable users to align affiliated accounts to the user's territory'' in Account Management > Affiliation.

Question 10

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 11

Question Type: MultipleChoice

Choose 1 option.

After a remote call concludes, the operations director wants to verify that the interaction took place and review the engagement metrics. The data should be stored on the standard object used for tracking interactions in Agentforce Life Sciences.

Which object stores the details of the executed Remote Engagement?

Options:

A- Provider Visit

B- Remote Call

C- Video Log

Answer:

B

Explanation:

Option B is correct. In Salesforce Life Sciences Cloud Remote Engagement, the standard object used for the executed video engagement details is the remote-call/video-call record. Salesforce's Life Sciences Developer Guide includes the VideoCall object for Remote Engagement and describes it as storing important information about the remote engagement, including its relationship to the associated provider visit. This aligns with the requirement to verify that the remote interaction occurred and review engagement metrics after the call concludes.

Provider Visit is related to the customer interaction and can represent the overall HCP visit context, but it is not the most precise object for the executed video-call details. The remote engagement session itself needs its own object because it can store video-specific information such as call status, timing, service details, and other remote-session metadata.

Option C, Video Log, is not the correct standard Life Sciences object name in the Salesforce documentation. ''Video Log'' sounds like a generic audit or logging object, but the documented Remote Engagement object is VideoCall. Since the answer options use ''Remote Call'' rather than ''VideoCall,'' Remote Call is the closest and intended answer for the standard remote engagement execution record. Therefore, the consultant should use the Remote Call/VideoCall record to review the executed Remote Engagement details.

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Question 12

Question Type: MultipleChoice

Choose 1 option.

At Cumulus Pharma, field sales reps report that the Next Best Action component is not visible on the account profile, even though the recommendation data is confirmed to be loaded and synced to mobile.

What is the cause of this issue?

Options:

A- The Life Sciences Next Best Action strategy has not been activated, so recommendations cannot be rendered on the page.
B- The page layout uses the Einstein Next Best Action component instead of the Life Sciences Next Best Action component.
C- The user profile does not have permission to view the Next Best Action recommendation data.

Answer:

B

Explanation:

Option B is correct because Life Sciences Cloud for Customer Engagement uses Life Sciences-specific Next Best components for the mobile and account-profile experience. Salesforce's Life Sciences Next Best documentation explains that Next Best Action suggests timely actions such as visits and emails, and the Life Sciences Customer Engagement data model includes Life Sciences-specific recommendation objects such as Territory Account Recommended Action, Territory Account Product Message Score, and Territory Account Score. These are not the same as the generic Einstein Next Best Action component and strategy experience.

The question states that the recommendation data is already loaded and synced to mobile. That removes the most likely data-load or synchronization issue. If the data exists but the component is not visible on the account profile, the issue is most likely the wrong component placement. The page must use the Life Sciences Next Best Action component that is designed to render Life Sciences recommendations in the Life Sciences mobile app.

Option A is not the best answer because inactive strategy logic would generally prevent recommendations from being generated or returned, but the scenario confirms the recommendation data is present. Option C is also less likely because a permission problem would typically prevent access to the recommendation records or data, not specifically indicate that the component itself was configured incorrectly. Therefore, the consultant should replace the generic Einstein Next Best Action component with the Life Sciences Next Best Action component.

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