Salesforce

Als-Con-201

Salesforce Certified Agentforce Life Sciences Consultant

Questions & Answers (Demo)

Version: 4.0

Question: 1

Choose 1 option.

Cumulus Pharma wants to customize the provider summary to include additional information stored in Agentforce Life Sciences for Customer Engagement. An Agentforce Life Sciences Consultant updated the Actionable Relationship Center (ARC) graph used in provider summarization to include additional objects and fields.

How should the consultant ensure that Provider Summary Generation uses the new information to meet business goals?

A. Create a new version of the prompt template, update the summarization instructions and input dataset, then activate the new prompt template version.

B. Customize the Generate Provider Account Territory Summary flow to include the newly added objects and fields, then activate the new flow version.

C. Update the Batch Summarization job configuration to include the updated cross-object graph, then activate the updated batch job configuration.

Answer: A

Explanation:

The correct answer is A because provider summary generation depends on the prompt template and the data supplied to that prompt. In Life Sciences Cloud account summarization, Salesforce documentation references custom prompt templates for account summarization and the account summarization workflow, while the workflow uses the Generate Provider Account Territory Summary flow as part of the summary-generation process. Salesforce also documents that this flow calls actions such as Get Object Relationship Data and Get Life Sciences Configuration Field Names, meaning the flow participates in retrieving relationship-based data, but the generated business summary still needs the prompt template to know what information to use and how to summarize it.

Updating the ARC graph alone makes additional objects and fields available in the relationship structure, but it does not automatically change the prompt's summarization behavior. To ensure the new information is used correctly, the consultant should create a new prompt template version, update the input dataset so the new fields are included, revise the summarization instructions so the

AI knows how to use them, and then activate that version. This aligns with Salesforce's guidance that prompt-based generation relies on the configured prompt and its grounding/input data. Option B is incomplete because changing only the flow does not update the prompt's instructions. Option C is also incorrect because batch-job configuration controls bulk execution, not the actual summarization logic.

Question: 2

Choose 1 option.

Cumulus Pharma notices that synchronization transactions have failed, impacting sales users' ability to view recently created records offline in the Agentforce Life Sciences mobile app.

What should an Agentforce Life Sciences Consultant recommend to identify potential synchronization transaction failures?

A. Check Event Monitoring Logs in the Admin Console.

B. Enable Send Warning Emails for sales users.

C. Leverage Simulation Mode to test transactions.

Answer: C

Explanation:

The correct answer is C because Salesforce Life Sciences synchronization management guidance specifically positions Simulation Mode as the tool used to proactively identify and fix potential synchronization problems before they affect end users. Salesforce describes synchronization management as a way to ensure efficient synchronization by resolving errors quickly and using Simulation Mode to find potential problems before they impact users.

In this scenario, sales users are unable to view recently created records offline in the Agentforce Life Sciences mobile app because synchronization transactions have failed. Offline mobile availability depends on successful synchronization between Salesforce and the mobile app. A consultant should therefore recommend testing synchronization behavior in Simulation Mode, because it helps validate whether records, transactions, and configuration changes will synchronize successfully before users rely on them in the field.

Option A is not the best answer because Event Monitoring Logs are broader Salesforce security and activity logs; they are not the recommended Life Sciences-specific mechanism for proactively identifying synchronization transaction failures in the offline mobile synchronization process. Option B is also incorrect because warning emails notify users or administrators after certain conditions occur, but they do not test synchronization transactions or identify potential sync failures before

users are affected. Simulation Mode is the most targeted and preventive administrative tool for this issue.

Question: 3

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?

A. Modify the Life Sciences Marketable Product record to set the Max Sample Order Quantity to 50 for the entire organization.

B. Create a Territory Product Quantity Allocation record, define the Allocated Quantity for the territory, and set the Max Disbursement Limit Quantity to 50.

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

Answer: B

Explanation:

The correct answer is B because the requirement combines two controls: a territory-level cap for a product during a defined period and a per-visit disbursement limit for sales reps. Salesforce Life Sciences documentation for Territory Product Quantity Allocations states that these allocations are used to manage sample product distribution to healthcare professionals, and the setup guidance specifically references the Max Disbursement Limit Quantity as the maximum amount a sales rep can disburse in a given visit.

A Territory Product Quantity Allocation record is designed for the exact scenario described: controlling how much of a specific product is allocated to a territory and limiting how much can be disbursed during a visit. The consultant would define the allocated quantity for Immunexis 50mg for the high-growth territory for the next quarter and set the Max Disbursement Limit Quantity to 50 so that an individual field sales rep cannot hand off more than 50 units in one visit.

Option A is incorrect because setting a product-level maximum sample order quantity would apply too broadly across the organization and would not satisfy the territory-specific allocation requirement. Option C is not the best answer because an Advanced Sample Limit Template at the Healthcare Provider account level controls limits by HCP/account, not the total quantity available to a

territory. Therefore, Territory Product Quantity Allocation is the correct administrative configuration.

Question: 4

Choose 1 option.

Cumulus Pharma uses Agentforce Account Summary to access the latest and most relevant account information before each Healthcare Provider (HCP) interaction. The company is onboarding a new persona for its Key Account Managers (KAMs). The provider account summary generated for this new persona needs information from two additional custom objects that store insights and market intelligence.

Which configuration ensures the new information is used only while generating the provider summary for this new persona?

A. Create a new cross-object graph from a template, add the custom objects, and assign the new graph to the KAM profile.

B. Create mapping records in the Provider Summary Profile Mappings tab for the two custom objects and the KAM profile.

C. Update the Provider Summary Objects mapping to add the custom objects and their mapping to the KAM profile.

Answer: B

Explanation:

The correct answer is B because the requirement is persona-specific. Cumulus Pharma does not want the two additional custom objects to influence provider summaries for all users; the new insights and market intelligence must be used only when the provider summary is generated for the Key Account Manager profile. Salesforce Life Sciences Account Summarization is designed to generate contextual provider summaries from the latest changes, interactions, and insights related to a healthcare provider, and its configuration includes profile-specific setup so different personas can receive summaries grounded in the information relevant to their role.

Creating mapping records in the Provider Summary Profile Mappings tab associates the relevant summary data with the KAM profile. This is the most precise configuration because it controls which profile receives access to the additional summary context. Option A is not the best answer because creating a cross-object graph and assigning it directly to a profile is not the described administrative mechanism for persona-based provider summary control. Option C is also too broad: updating the Provider Summary Objects mapping may make the custom objects available to the summarization

framework, but the key requirement is limiting usage to the new KAM persona. Profile mapping is what ensures the new objects are applied only for that persona's provider summary generation.

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Question: 5

Choose 1 option.

Cumulus Pharma developed a custom "Engagement Metrics" Lightning web component to display competitive analysis on Healthcare Provider (HCP) record pages. The component has been successfully deployed, added to the Lightning page, and activated as the Org Default for both Desktop and Phone. However, when a field sales rep logs in to the Agentforce Life Sciences mobile app, they cannot see the new component.

Which action resolves this visibility issue?

A. Navigate to the Trigger Handler Administration tab and activate the MobileSyncHandler.

B. Instruct the user to uninstall and reinstall the mobile app to clear local storage.

C. Create a new cache under Metadata Cache in the Admin Console.

Answer: C

Explanation:

The correct answer is C because the Life Sciences Cloud mobile app relies on metadata cache configuration to make updated page metadata available in the mobile experience. Salesforce documentation for customizing the Life Sciences Cloud mobile app states that administrators should generate a new metadata cache whenever they update Lightning record pages, page layouts, object or schema changes, new or modified feature settings, or related mobile configuration. The official setup path also references the Life Sciences Commercial app, Admin Console, Mobile, and Object Metadata Cache Configuration.

In this scenario, the Lightning web component was deployed and added correctly to the Lightning page, and the page was activated as the Org Default for Desktop and Phone. That means the desktop Lightning configuration is not the issue. The missing step is refreshing or creating the mobile metadata cache so the Agentforce Life Sciences mobile app can recognize the updated Lightning page structure and component metadata.

Option A is incorrect because activating a trigger handler is not the normal remedy for mobile page metadata visibility. Trigger handlers relate to backend automation behavior, not rendering a newly added component in the mobile UI. Option B is also not the best answer because reinstalling the app is a user-side workaround and does not address the administrator-controlled metadata cache. The

correct administrative action is to create a new metadata cache in the Admin Console.