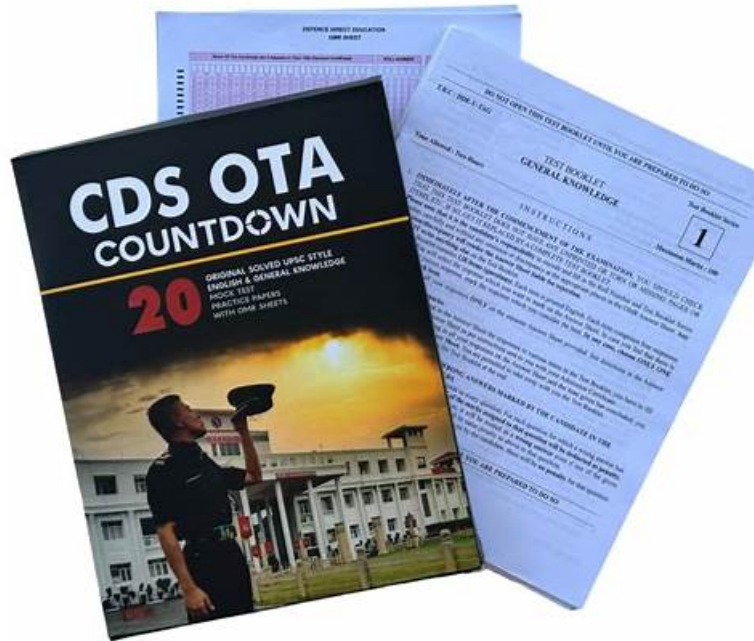


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## Salesforce Certified Agentforce Life Sciences Consultant Sample Questions (Q103-Q108):

### NEW QUESTION # 103

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.

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#### **NEW QUESTION # 104**

Choose 1 option.

Cumulus Pharma requires field sales reps to collect product-specific communication preferences from Healthcare Providers (HCPs) during a visit.

Which configuration helps the reps manage and track consents for specific products?

- **A. Create a Life Sciences Marketable Product Consent record to associate a Life Sciences Marketable Product with a Contact Point Consent record.**
- B. Use a custom lookup field in the Communication Subscription Consent object to associate Life Sciences Marketable Product.
- C. Create a Data Use Purpose record to associate a Life Sciences Marketable Product with a Communication Subscription record.

**Answer: A**

Explanation:

The correct answer is B because the requirement is product-specific consent tracking. Salesforce's Life Sciences Consent Management data model is designed for capturing and managing HCP consent and communication preferences. The model includes objects such as Communication Subscription, Communication Subscription Consent, Contact Point Consent, and Life Science Marketable Product, which together support consent management across communication channels and products.

When a field sales rep captures whether an HCP agrees to receive communications for a specific product, the consent must be tied both to the communication/contact point consent and to the relevant Life Sciences Marketable Product. A Life Sciences Marketable Product Consent record provides that product-level association, allowing the organization to track consent preferences for a particular product rather than only a general channel or subscription.

Option A is incorrect because Data Use Purpose represents the purpose for using data, such as marketing or communication, but it does not by itself create a product-specific consent relationship between an HCP's contact point and a marketable product. Option C is also incorrect because adding a custom lookup to Communication Subscription Consent would be unnecessary and less aligned with the standard Life Sciences consent model. The best-practice configuration is to use the standard product-consent relationship by creating a Life Sciences Marketable Product Consent record linked to the relevant Contact Point Consent and product.

#### **NEW QUESTION # 105**

Choose 1 option.

At Cumulus Pharma, many field sales reps revisit the same set of accounts across multiple days, such as following recurring weekly routes or multi-day coverage patterns. Reps want a way to reuse these planned schedules in the future without rebuilding the same visits each time.

What should an Agentforce Life Sciences Consultant recommend to meet this requirement?

- A. Create Activity Plans with Account goals and apply them as needed.
- **B. Create a routine that saves a predefined set of visits and apply it as needed.**
- C. Use account lists to group accounts and schedule visits from the list.

**Answer: B**

Explanation:

Option A is correct because routines are the Life Sciences Cloud capability intended for reusable visit schedules and recurring route patterns. Salesforce Help describes Customer Engagement features as including the ability to optimize daily schedules by showing key events and applying predefined routines on the calendar. This directly matches the requirement: field sales reps repeatedly visit the same groups of accounts across weekly routes or multi-day coverage patterns and want to reuse those planned schedules instead of rebuilding visits every time.

Routines support practical field planning because a rep can save a predefined pattern of planned visits and apply it later when the same route or schedule is needed. This is different from simply grouping accounts.

Option B is not the best answer because account lists help reps organize, filter, and target groups of accounts, but they do not by themselves preserve a reusable multi-day visit schedule. Account lists can help with planning, but they are not the direct solution for saving and reapplying a planned route. Option C is also incorrect because Activity Plans define strategic goals, targets, and activity expectations across a period. They align engagement activity to business objectives, but they are not designed to save and reapply recurring visit schedules. Therefore, the consultant should recommend creating a routine that saves the predefined set of visits and applying that routine as needed.

#### NEW QUESTION # 106

Choose 1 option.

Cumulus Pharma enforces Chain of Custody protocols for its restricted product, Immunexis. During an in-person field visit, a field sales rep physically hands over five sample packs to a Healthcare Provider (HCP). To adhere to regulatory compliance and generate the required electronic receipt for this transaction, the rep must finalize the disbursement record in the Agentforce Life Sciences mobile app.

Which required action must the rep take to complete this physical custody transfer?

- **A. Capture the HCP's digital signature directly on the device.**
- B. Acquire the HCP's confirmation email to acknowledge sample receipt.
- C. Submit an Inventory Adjustment record with the reason code set to "Disbursement."

**Answer: A**

Explanation:

The correct answer is B because physical sample disbursement to an HCP requires compliant signature capture to confirm the handoff and support the audit trail. Salesforce's Life Sciences Customer Engagement data model states that Provider Visit Management supports compliance requirements for sample eligibility, sample limits, allocations, and e-signature capture. Salesforce also describes Electronic Signatures through Digital Verifications as the way to set up signature trails for records or workflows that require users to verify key updates.

In this scenario, the field sales rep is physically transferring custody of a restricted product to the HCP. To finalize that disbursement and generate the required electronic receipt, the rep must capture the HCP's digital signature directly on the mobile device. This ties the transaction to the HCP, the product, the quantity, the timestamp, and the specific disbursement event.

Option A is incorrect because an Inventory Adjustment is used to reconcile inventory discrepancies or administrative stock changes, not to document a compliant HCP sample handoff. Option C is also incorrect because a confirmation email is not the standard Life Sciences sample-disbursement action for chain-of-custody compliance. The required mobile action is direct digital signature capture from the HCP.

#### NEW QUESTION # 107

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

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.

## NEW QUESTION # 108

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