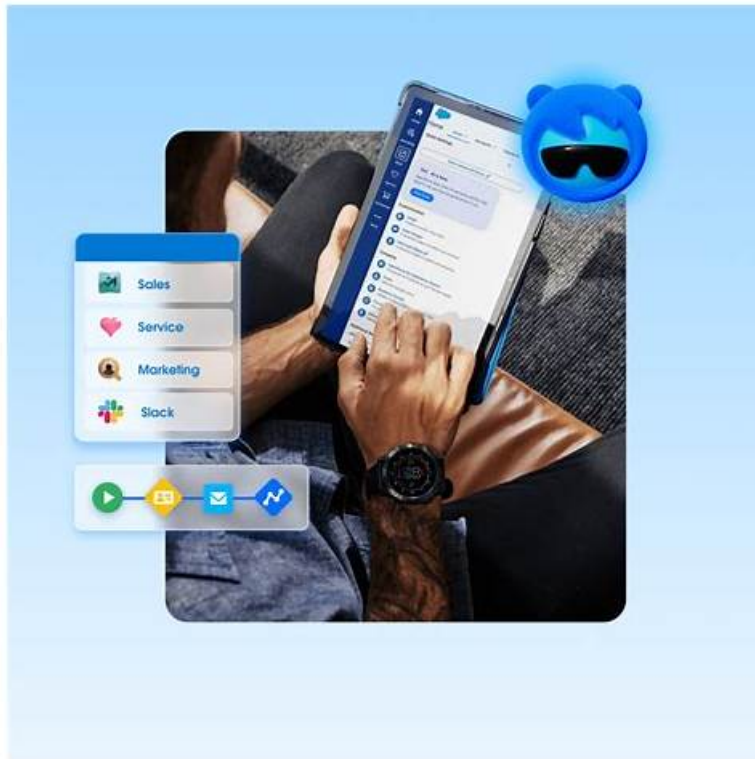


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Salesforce Certified Agentforce Life Sciences Consultant Sample Questions (Q95-Q100):

NEW QUESTION # 95

Choose 1 option.

A field sales rep facilitated a "Lunch and Learn" session with three different Healthcare Providers (HCPs) at a healthcare clinic. The interaction is logged as a Group Visit in the Agentforce Life Sciences mobile app.

How does the system automatically structure the data records for this interaction?

- A. Individual Visit and Provider Visit records for each attendee are created with a self-lookup to the Parent Visit.
- B. A single Visit record is created and lists the three HCPs in a multi-select lookup field.
- **C. One parent Visit record is created, as well as three child Provider Visit records, one for each attendee.**

Answer: C

Explanation:

Option C is correct because Life Sciences Cloud separates the overall visit activity from provider-specific visit details. In the Life Sciences Cloud data model, the Visit object tracks information related to a field representative's visit to a healthcare provider and is used for Customer Engagement. Salesforce's ProviderVisit object represents the details of a field user's visit to a healthcare provider. The Customer Engagement data model also explains that information entered in a provider visit typically includes product details, product messages, presentations, marketing items, and samples.

For a group visit such as a "Lunch and Learn" with three HCPs, the overall event is represented by the parent Visit record. Each attendee requires their own provider-specific visit detail record because each HCP may have different product discussions, messages, samples, signatures, or follow-up activities. Therefore, the system creates one parent Visit and separate child Provider Visit records for each HCP attendee.

Option A is incorrect because a multi-select lookup field is not the correct Life Sciences Cloud visit data model pattern. Option B is also not correct because it implies individual parent-level Visit records for every attendee, which would duplicate the overall group interaction. The correct structure is one parent Visit for the group interaction and three child Provider Visit records, one for each Healthcare Provider attendee.

NEW QUESTION # 96

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:

Option C is correct. Salesforce Life Sciences Cloud documentation for Synchronization Management describes Simulation Mode as the feature used to proactively find and fix synchronization problems before they affect users. This is directly aligned with the question's wording: the consultant must identify potential synchronization transaction failures that could prevent recently created records from being available offline in the Life Sciences mobile app. Simulation Mode helps admins validate synchronization behavior in advance, rather than waiting for sales users to encounter missing or failed offline records.

Option B is not the best answer, even though the question included it as the proposed answer. Event Monitoring can be useful for broader Salesforce activity monitoring, but the Salesforce Life Sciences synchronization documentation points specifically to Synchronization Management and Simulation Mode for identifying and resolving sync problems in the Life Sciences mobile app context. Option A is also incorrect because sending warning emails to sales users would notify people after a problem or warning occurs; it does not test synchronization transactions or identify potential failures before users are impacted.

Therefore, to identify potential synchronization transaction failures and reduce offline data issues for field sales users, the consultant should leverage Simulation Mode to test transactions.

NEW QUESTION # 97

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?

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

Answer: B

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.

NEW QUESTION # 98

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. Create a new cache under Metadata Cache in the Admin Console.**
- B. Instruct the user to uninstall and reinstall the mobile app to clear local storage.
- C. Navigate to the Trigger Handler Administration tab and activate the MobileSyncHandler.

Answer: A

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.

NEW QUESTION # 99

Choose 1 option.

A Cumulus Pharma field sales rep uses the Medical Insights feature in Agentforce Life Sciences for Customer Engagement to record insights from engagements with Healthcare Providers (HCPs). The company also uses an external system to generate intelligence from medical insights collected through various sources.

Which configuration sends the medical insights captured by the rep to the external system without delay?

- **A. Activate PublishMedicalInsightEventHandler to publish the MedicalInsightEvent platform event.**

- B. Create a custom platform event and activate MedicalInsightRecordHandler to publish this event.
- C. Activate MedicalInsightIntegrationHandler to share the insight record with the external system.

Answer: A

Explanation:

The correct answer is B because the requirement is to send Medical Insights to an external system without delay, which points to an event-driven integration pattern. Salesforce's Life Sciences Cloud Developer Guide defines MedicalInsight as important information observed or heard through outlets such as meetings, calls, or research and used to inform strategy or follow-up. For near-real-time downstream processing, the appropriate Life Sciences configuration is to publish the standard Medical Insight platform event by activating the handler designed for that purpose.

Activating PublishMedicalInsightEventHandler allows newly captured Medical Insight data to be published as a MedicalInsightEvent platform event. Platform events are the correct Salesforce pattern when an external system needs to subscribe and react quickly as records are created or changed. This avoids waiting for scheduled jobs, exports, or manual data transfers, and it supports timely intelligence generation from field-captured insights.

Option A is incorrect because creating a custom platform event is unnecessary when the Life Sciences feature provides a standard MedicalInsightEvent mechanism. Custom events add avoidable implementation and maintenance complexity. Option C is also incorrect because MedicalInsightIntegrationHandler is not the specific handler described for publishing the MedicalInsightEvent platform event. The key words in the question are "without any delays," which make an event-based publishing configuration the best fit. Therefore, the consultant should activate PublishMedicalInsightEventHandler.

NEW QUESTION # 100

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