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Salesforce ALS-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Foundations and Administration: Covers core system setup including account and territory configuration, mobile app management, security, consent data privacy, intelligent content, and reporting fundamentals for Agentforce Life Sciences.
Topic 2	<ul style="list-style-type: none"> Engagement Planning: Focuses on configuring activity plans, managing HCP HCO visit calendars with territory rules, setting up Key Account Management plans, and leveraging Agentforce AI features for optimized planning.
Topic 3	<ul style="list-style-type: none"> Sampling Inventory Management: Addresses end-to-end sample management including allocation limits, GxP regulatory compliance, disbursement workflows, inventory audits, and sample reporting dashboards.
Topic 4	<ul style="list-style-type: none"> Engagement Execution: Covers the full visit lifecycle including remote engagement capabilities, capturing and sharing medical insights, and managing formal Medical Inquiry processes with HCPs and HCOs.

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Salesforce Certified Agentforce Life Sciences Consultant Sample Questions

(Q37-Q42):

NEW QUESTION # 37

Choose 1 option.

A data analyst wants to query the total interaction target for a Healthcare Provider (HCP) for the current period. The analyst needs to understand the high-level association of an Account to an Activity Plan as the parent record and which child object contains the specific targets.

Which objects represent this association?

- **A. Parent: Provider Activity Goal; Child: Provider Activity Goal Measure**
- B. Parent: Activity Plan; Child: Account Goal
- C. Parent: Assessment Task; Child: Assessment Indicator

Answer: A

Explanation:

The correct answer is B because the Provider Activity Goal object represents the parent-level association between a provider account and an activity plan, while Provider Activity Goal Measure stores the specific measurable targets associated with that goal. Salesforce's Life Sciences Cloud Developer Guide describes ProviderActivityGoal as storing progress toward the target for an account, including the percentage of the overall goal achieved by completed activities. Salesforce's Life Sciences standard objects also include ProviderActivityGoalMeasure, which represents the activity goal measure details.

In practical reporting and querying terms, the analyst should use Provider Activity Goal to identify the HCP/account's association to the plan period, and then query the related Provider Activity Goal Measure records to retrieve the specific target values, such as total interaction target, channel target, product target, or other measurable plan goals depending on configuration.

Option A is incorrect because Assessment Task and Assessment Indicator are used for assessment-style workflows, not for storing provider activity-plan target measures. They may capture structured assessment responses, but they do not represent activity-plan goal targets. Option C is incorrect because while Activity Plan is the high-level planning object, it is not the direct account-to-plan parent association described in the question, and "Account Goal" is not the specific Life Sciences child object used for provider activity target measures. Therefore, the correct parent-child pairing is Provider Activity Goal and Provider Activity Goal Measure.

NEW QUESTION # 38

Choose 1 option.

An Agentforce Life Sciences Consultant configured the Inquiry record page to provide a comprehensive history view. Users need to see a chronological list of all key events and changes associated with the inquiry.

Which step must the consultant take to expose this historical data on the Lightning record page?

- A. Enable Field History Tracking on the Inquiry object and add the History component.
- B. Add the Inquiry History related list to the page layout.
- **C. Drag the Timeline component to the page and configure the component details.**

Answer: C

Explanation:

Option A is correct because Salesforce Help for setting up the Inquiry record page for Medical Inquiries explicitly states that, to view timeline details for inquiries, the consultant should drag the Timeline component to the page. The requirement in the question is to expose a chronological list of key events and changes associated with the inquiry. That is exactly the purpose of the Timeline component on the Medical Inquiries record page.

Salesforce also documents Enhanced Timeline for Life Sciences Cloud, explaining that the Enhanced Timeline component shows key events relating to a person or a record. This supports the use case of giving users a consolidated, chronological view of relevant inquiry activity, rather than requiring them to inspect multiple related lists or audit records separately.

Option B is not the best answer because field history tracking and the standard History component are used for field-level audit history, not the Life Sciences Medical Inquiries timeline experience. Option C is also incorrect because adding an Inquiry History related list would expose related records, but it would not provide the configured timeline component experience described in Salesforce's Medical Inquiries setup documentation.

Therefore, the consultant must drag the Timeline component onto the Lightning record page and configure its component details for the Inquiry record page.

NEW QUESTION # 39

Choose 1 option.

Cumulus Pharma wants to roll out Tableau Next to provide its field sales team with real-time performance insights, such as "Visit Plan Attainment," directly within the Agentforce Life Sciences mobile app. The relevant Metrics have been created, the Tableau View component has been added to the Mobile Home Page Lightning record page, and the metadata cache has been refreshed. However, when a field sales rep logs in to the app, the Metrics component displays an error indicating insufficient privileges and the metrics do not load.

Which Tableau Next permission set should the Agentforce Life Sciences Consultant assign to resolve this issue?

- **A. Tableau Next Consumer**
- B. CRM Analytics Plus User
- C. Tableau Next Creator

Answer: A

Explanation:

The correct answer is C because field sales reps only need to view and consume Tableau Next metrics in the Life Sciences mobile app. Salesforce Help for Tableau Next in Life Sciences Cloud explains that Tableau Next integrates with Life Sciences Cloud to provide actionable insights and enhanced visualizations. Salesforce's Tableau Next permission guidance also identifies Tableau Next Consumer as the permission set used for viewing Tableau Next content and interacting with metrics, while creator-level access is intended for users who create and manage Tableau Next assets.

In this scenario, the technical setup has already been completed: the metrics exist, the Tableau View component has been placed on the Mobile Home Page Lightning record page, and the mobile metadata cache has been refreshed. The remaining issue is an insufficient-privileges error, which indicates that the user lacks the Tableau Next permissions required to load and consume the metric. Assigning Tableau Next Consumer grants the field rep the appropriate access level without giving unnecessary authoring privileges.

Option A, Tableau Next Creator, is incorrect because field sales reps are not creating or administering metrics; they only need to consume them. Option B, CRM Analytics Plus User, is also incorrect because the requirement is specifically for Tableau Next metrics, not legacy CRM Analytics access. Therefore, the consultant should assign the Tableau Next Consumer permission set.

NEW QUESTION # 40

Choose 1 option.

Cumulus Pharma asks its Agentforce Life Sciences Consultant to configure the Visit Engagement page for the Agentforce Life Sciences mobile app. The field sales team requires a Samples tab in the sidebar menu so they can easily record sample disbursements during patient care visits.

Which step makes this option appear in the sidebar?

- A. Drag the Samples Lightning web component onto the Visit Lightning record page.
- **B. Enable the Show Samples Sidebar setting in the Mobile App Settings.**
- C. Add the Product Disbursements related list to the Visit page layout.

Answer: B

Explanation:

The correct answer is B because the requirement is about making a Samples option appear in the Life Sciences mobile app sidebar, not about adding a related list to a Salesforce desktop page. Salesforce Help for setting up the Life Sciences Cloud mobile app specifically includes tasks for configuring the Visit Engagement Page and the Sidebar Menu. Salesforce also states that mobile app configuration changes are handled through the Life Sciences Commercial app's Admin Console and mobile configuration areas, with metadata cache used to sync configuration to the mobile device.

The Samples tab is part of the mobile visit engagement experience. Enabling the relevant Samples sidebar setting in Mobile App Settings makes the Samples entry available in the sidebar so reps can record sample disbursements during a visit. This is the correct configuration approach because it controls the mobile navigation and visit sidebar behavior.

Option A is incorrect because adding the Product Disbursements related list affects a record page layout, but it does not create the mobile sidebar tab required by the field sales team. Option C is also incorrect because simply placing a Lightning web component on the Visit Lightning record page does not necessarily add a Samples entry to the Life Sciences mobile sidebar menu. The consultant should enable the Samples sidebar setting in Mobile App Settings.

NEW QUESTION # 41

Choose 1 option.

Cumulus Pharma wants to use an external third-party provider to deliver emails sent from the Agentforce Life Sciences mobile app, rather than using the standard Salesforce email limits.

Which Apex interface should an Agentforce Life Sciences Consultant implement to manage the handoff of email operations to this third-party provider?

- A. Lsc4ce.ExternalEmailHandler
- **B. Lsc4ce.EmailQueueProcessor**
- C. Lsc4ce.MessagingService

Answer: B

Explanation:

The correct answer is C because Salesforce Life Sciences Cloud provides the Lsc4ce.EmailQueueProcessor interface for using a third-party email service. Salesforce Help for using a third-party email service states that administrators should create a global Apex class that implements the Lsc4ce.EmailQueueProcessor interface. This interface is the supported extension point for handing off Life Sciences email operations to an external email provider instead of relying only on Salesforce's standard email sending behavior and limits.

This scenario is specifically about emails sent from the Agentforce Life Sciences mobile app. Salesforce's Field Email capability is designed to streamline compliant email creation, sending, and tracking for Life Sciences users, and the developer documentation describes LifeScienceEmail as representing a collection of sendable messages that manages creation, sending, and tracking of email communications. When an organization needs an external provider to send those emails, the custom Apex implementation must process the queued email operation and pass it to the third-party service.

Option A is incorrect because Lsc4ce.ExternalEmailHandler is not the interface identified by Salesforce for third-party email service handoff. Option B is also incorrect because Lsc4ce.MessagingService is not the documented Life Sciences email queue processing interface. Therefore, the consultant should implement Lsc4ce.EmailQueueProcessor.

NEW QUESTION # 42

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