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Salesforce Certified Agentforce Life Sciences Consultant Sample Questions (Q34-Q39):

NEW QUESTION # 34
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. One parent Visit record is created, as well as three child Provider Visit records, one for each attendee.
- C. A single Visit record is created and lists the three HCPs in a multi-select lookup field.

Answer: B

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 # 35
Choose 1 option.
A field sales rep is planning their route for the week. The system should recommend the specific days and times when a Healthcare Provider (HCP) is most likely to accept a visit, based on historical engagement data. This feature must be enabled in the Visit/Calendar settings.
Which setting supports this optimization?

- A. Enable Best Time Settings.
- B. Configure Operating Hours on the Account.
- C. Set up Provider Best Time.

Answer: A

Explanation:
The correct answer is B because the requirement is to enable the Life Sciences visit and calendar setting that surfaces best-time recommendations for planning. Salesforce Help for Life Sciences Calendar states that users can schedule visits and other events while using best time recommendations. Salesforce also provides guidance for configuring filters to find best visit times, explaining that users can filter accounts by a healthcare professional's preferred engagement time to plan and schedule visits more effectively.
The key phrase in the question is that the feature must be enabled in Visit/Calendar settings. "Best Time Settings" is the configuration area that supports the optimization. Once enabled, the system can use historical engagement patterns and preferred engagement timing to help reps plan visits when HCPs are more likely to be available or receptive.
Option A is close in meaning, but "Set up Provider Best Time" describes the capability more generally rather than the setting in Visit/Calendar settings. Option C is incorrect because operating hours represent general availability windows for an account or location. Operating hours can help prevent scheduling at inappropriate times, but they do not provide intelligent recommendations based on historical engagement data. Therefore, the consultant should enable Best Time Settings.

NEW QUESTION # 36
Choose 1 option.
How often can Territory Management batch jobs be scheduled to execute automatically?

- A. Monthly
- B. Hourly
- C. Every 12 hours

Answer: B

Explanation:
The correct answer is A because Salesforce Life Sciences Territory Management batch jobs can be scheduled with an hourly frequency. Salesforce Help for running Territory Management jobs states that, from the Life Sciences Commercial Admin Console, the job can be scheduled hourly, every selected hours, by selecting the hour from the dropdown. This confirms that hourly scheduling is a supported automatic execution option for Territory Management batch jobs.
Territory Management batch jobs are important because Life Sciences territory configuration affects field execution, account alignment, provider access, and downstream engagement processes. Scheduling these jobs automatically helps ensure that territory-related processing runs on a predictable cadence without requiring administrators to manually start each batch job. When the question asks how often the jobs can be scheduled to execute automatically, the available option that matches Salesforce's documented scheduling capability is Hourly.
Option B, Every 12 hours, may sound plausible because some enterprise batch processes use longer intervals, but it is not the best

answer because Salesforce's documented configuration describes hourly scheduling and selecting the hour interval. Option C, Monthly, is also incorrect because monthly execution would be too infrequent for many territory-management operational updates and is not the option reflected in the documented batch-job scheduling guidance. Therefore, the consultant should identify Hourly as the correct scheduling frequency.

NEW QUESTION # 37
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?

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

Answer: C

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.

NEW QUESTION # 38
Choose 1 option.
An Agentforce Life Sciences Consultant needs to configure sample management rules. They must specify which types of Healthcare Organizations (HCOs) are eligible to receive samples and enforce that users must enter a batch number for every sample dropped.
Which subsection of Visit Settings should the consultant use for these configurations?

- A. Samples and Items Settings
- B. Sample and Validation Settings
- C. Product Detailing Settings

Answer: B

Explanation:
The correct answer is C because the requirement is about sampling eligibility and validation behavior during visits. Salesforce Life Sciences sample management features support compliant handling and distribution of samples, and visit-related sample behavior is configured through visit settings and sample management setup. Salesforce Help describes sample management as enabling pharmaceutical companies to efficiently handle and distribute drug samples to providers, while the broader Customer Engagement setup includes Life Sciences mobile and visit configuration areas where these rules are applied.
The scenario includes two validation-style requirements. First, the consultant must specify which types of HCOs are eligible to receive samples. Second, the system must require users to enter a batch number for every sample drop. Both requirements are about enforcing rules during the sampling process, not about presenting product details or general sample item display.
Option A, Product Detailing Settings, is incorrect because product detailing is used to configure how products are discussed or presented during an engagement. It does not control HCO sample eligibility or mandatory batch entry. Option B, Samples and Items Settings, sounds related to sample availability, but the requirement is specifically about compliance validation. Option C, Sample and Validation Settings, is the correct subsection because it governs sample-related validation behavior, including eligibility and required information such as batch number entry. Therefore, the consultant should use Sample and Validation Settings.

NEW QUESTION # 39

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