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## Salesforce ALS-Con-201 Exam Syllabus Topics:

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

## Salesforce Certified Agentforce Life Sciences Consultant Sample Questions (Q43-Q48):

### NEW QUESTION # 43

Choose 1 option.

Medical Science Liaisons (MSLs) at Cumulus Pharma must capture qualitative observations during Healthcare Provider (HCP) visits and ensure this data is visible on the related Account and Visit records.

Which configuration meets this requirement?

- A. Customize the page layout and create field sets on Medical Insight and Medical Insight Account objects.
- B. Enable feed tracking and assign permission set groups to the Product Insight and Account objects.
- C. Configure the assessment task flow and define custom metadata types on the Medical Inquiry object.

**Answer: A**

Explanation:

Option B is correct because Salesforce Life Sciences Cloud Medical Insights uses Medical Insight and Medical Insight Account configuration to capture and surface qualitative observations from engagements. Salesforce Help states that admins configure Medical Insight and Medical Insight Account objects by customizing the record page layout and creating required field sets. This directly matches the requirement: MSLs need to record qualitative observations and make those insights visible in the related account and visit context.

Medical Insights are intended to record observations or insights from HCP engagements, while the related Medical Insight Account object supports association of those insights with relevant accounts. By configuring layouts and field sets, the consultant controls which insight fields are available to users and how the data appears in the Life Sciences user experience. This is a standard configuration approach rather than a custom development pattern.

Option A is incorrect because feed tracking supports collaboration and Chatter-style record-feed updates; it does not configure the Medical Insights data-entry and display model. Also, "Product Insight" is not the standard object referenced for this Life Sciences Medical Insights setup. Option C is incorrect because assessment task flows and Medical Inquiry metadata are separate capabilities. Medical Inquiries manage HCP questions and responses, while Medical Insights capture field observations. Therefore, the consultant should customize the Medical Insight page layout and create field sets on Medical Insight and Medical Insight Account objects.

### NEW QUESTION # 44

Choose 1 option.

Cumulus Pharma completed a major territory realignment for the new fiscal year. Its sales operations team wants to ensure two things happen:

All territory-based visit metrics are recalculated.

Field sales reps in newly assigned territories gain access to historical visit data for new accounts.

Which sequence of actions should be configured in the Agentforce Life Sciences for Customer Engagement Admin Console?

- A. Schedule the "Visit Share Management" job, which automatically executes the "Update Provider Account Territory

Information" job when necessary.

- B. Run the "Update Provider Account Territory Information" job, then run the "Visit Share Management" job.
- C. Run the "Visit Share Management" job, then run the "Update Provider Account Territory Information" job.

**Answer: B**

Explanation:

Option B is correct because the two requirements depend on two different territory-related maintenance jobs, and the territory information should be refreshed before historical visit sharing is recalculated. Salesforce's Life Sciences Cloud documentation describes Provider Account Territory Information as engagement data between an account and a user within an assigned territory, including visit-related information such as next provider visit date and preferred address. After a major territory realignment, this data must be updated first so that territory-based account and visit metrics reflect the new alignments.

After that, the Visit Share Management job should be run. Salesforce Help states that, to share historical account visit records after territory realignments, admins run the Visit Share Management job so field users continue to have access to relevant historical visit data. That exactly matches the second requirement in the question: newly assigned reps must gain access to historical visit data for accounts that now belong to their territories.

Option A is incorrect because the question asks for the correct sequence, and Salesforce documentation does not indicate that Visit Share Management should be relied on to automatically execute the territory information update job. Option C is incorrect because running visit sharing before updating provider-account-territory information can share records based on stale territory data.

Therefore, the correct operational sequence is: update Provider Account Territory Information first, then run Visit Share Management.

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#### NEW QUESTION # 45

Choose 1 option.

Cumulus Pharma uses Agentforce Account Summary to provide 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). Provider account summaries generated for this new persona need 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. Update the Provider Summary Objects mapping to add the custom objects and their mapping to the KAM profile.
- B. Create a new cross-object graph from a template, add the custom objects, and assign the new graph to the KAM profile.
- C. Create mapping records in the Provider Summary Profile Mappings tab for the two custom objects and the KAM profile.

**Answer: B**

Explanation:

Option A is correct because Account Summarization uses cross-object graphs to determine which related objects and relationships are included in generated summaries. Salesforce Life Sciences Account Summarization setup resources reference creating a cross-object graph for Account Summarization and assigning cross-object graphs to an org or profile. This supports persona-specific summary behavior because a graph can be configured with the additional custom objects and then assigned specifically to the KAM profile.

The requirement says the new information must be used only for the new KAM persona. That means the consultant should avoid changing the default or shared provider summary mapping used by other personas. By creating a separate cross-object graph from the template, adding the two custom insight and market-intelligence objects, and assigning that graph only to the KAM profile, the consultant isolates the new summary structure to the intended users.

Option B is not the best answer because globally updating Provider Summary Objects mapping could affect more than the KAM persona if the mapping is shared. Option C is also not the best answer because the key Account Summarization configuration pattern documented by Salesforce is graph creation and graph assignment to an org or profile. Therefore, the correct configuration is to create a new cross-object graph and assign it to the KAM profile.

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#### NEW QUESTION # 46

Choose 1 option.

Cumulus Pharma has configured and activated a new agent using the Life Sciences Field Sales template. However, when a field sales rep attempts to use the agent to generate a summary for a targeted Healthcare Provider (HCP), they are unable to access the feature. Reps must have the privileges required to interact with these capabilities.

Which permission set should the Agentforce Life Sciences Consultant assign to grant access to these Agentforce features?

- A. Life Sciences Commercial User
- **B. Access Life Sciences Customer Engagement Agentforce**
- C. Agentforce Service Agent User

**Answer: B**

Explanation:

Option C is correct because Salesforce Help identifies "Access Life Sciences Customer Engagement Agentforce" as the permission required for Life Sciences Customer Engagement Agentforce capabilities. In the Salesforce Help reference for the Life Sciences "Generate Healthcare Provider Summary" action, Salesforce lists the required access as Access Life Sciences Customer Engagement Agentforce. It also notes that, to run flows associated with agent actions, users need the Run Flows app permission or access to the individual flows.

This directly matches the scenario. The Life Sciences Field Sales agent template has already been configured and activated, but the field sales rep cannot use the agent-generated HCP summary capability. That means the issue is not the existence of the agent or the template; it is the user's permission to access the Life Sciences Customer Engagement Agentforce features. Salesforce's Account Summarization permissions documentation also references Access Life Sciences Customer Engagement Agentforce as part of the permission setup for account summarization, alongside standard Life Sciences user permission sets.

Option A, Life Sciences Commercial User, is not specific enough to grant access to these Agentforce capabilities. Option B, Agentforce Service Agent User, relates to Agentforce service use cases and is not the Life Sciences Customer Engagement permission named in the documentation. Therefore, the consultant should assign Access Life Sciences Customer Engagement Agentforce.

#### **NEW QUESTION # 47**

Choose 1 option.

An Agentforce Life Sciences Consultant at Cumulus Pharma needs to complete the Activity Plan configurations aligned with the company's objectives and activate the plans based on the time period.

Which step meets this requirement?

- **A. Schedule or immediately trigger the Update Activity Plan Status batch job.**
- B. Schedule or immediately trigger the Process Provider Activity Plans batch job.
- C. Schedule or immediately trigger the Validate Activity Plans batch job.

**Answer: A**

Explanation:

Option C is the best answer because the requirement is specifically to activate Activity Plans based on the time period. In Life Sciences Cloud, Activity Plans define activity goals for sales representatives over a specific period, including goals, measures, territories, accounts, and activity targets. Salesforce Help describes Activity Plans as a way to transform provider interaction strategies into actionable tasks with defined goals and targets for field representatives.

When the key requirement is status activation based on the plan's effective time period, the relevant job is the Update Activity Plan Status batch job. The wording of this option directly aligns with the requested outcome: activate the plans according to time period. Validate Activity Plans is related to validation and activation readiness. Salesforce Help notes that the Validate Activity Plans batch job is used in the activity-plan approval and activation process, but the question does not ask merely to validate plans or activate approved provider activity goals.

Process Provider Activity Plans is also not the best answer because it is more closely associated with processing provider-level plan records and goal calculations after plans are configured. The question asks which step completes configuration and activates plans based on time period, making the status update job the precise fit. Therefore, the consultant should schedule or immediately trigger the Update Activity Plan Status batch job.

#### **NEW QUESTION # 48**

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