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Salesforce Certified Agentforce Life Sciences Consultant Sample Questions

(Q22-Q27):

NEW QUESTION # 22

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. Create a new cache under Metadata Cache in the Admin Console.
- C. Instruct the user to uninstall and reinstall the mobile app to clear local storage.

Answer: B

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 # 23

Choose 1 option.

An account manager reports that the performance metric "Today's Pace" on their Agentforce Life Sciences for Customer Engagement home page is incorrect.

What should the Agentforce Life Sciences Consultant configure to calculate Today's Pace based on working days?

- A. Select Working Days in the Today's Pace Calculation Type field on the new Activity Plan screen.
- B. Edit the home page and select Working Days in the Activity Plan by Product component configuration.
- C. Select the Enable Working Days Calculations option in Activity Plan Configuration.

Answer: A

Explanation:

The correct answer is A because Today's Pace is tied to the Activity Plan's calculation behavior, not the home page component itself. Salesforce describes Activity Plans as a way to establish a strategic activity plan and define activity goals for sales representatives over a specific period. Salesforce's Life Sciences Activity Plans developer guidance also describes Activity Plans as allowing administrators to define goals for specific employees, including targeted accounts, plan-cycle duration, activity types, and progress tracking.

When the business wants Today's Pace calculated based on working days, that logic should be defined where the activity plan is created and governed. Selecting Working Days in the Today's Pace Calculation Type field ensures the pacing metric uses working-day logic for the plan instead of simply counting all calendar days. This is the correct place to configure the calculation because Today's Pace reflects plan progress against the plan timeline.

Option B is incorrect because editing the home page component only controls presentation. A component can display the metric, but it should not be the source of the calculation rules for the underlying Activity Plan. Option C is also not the best answer because the requirement is not a broad global enablement setting; it asks how to calculate Today's Pace for the relevant Activity Plan. Therefore, the consultant should configure the calculation type directly on the Activity Plan by selecting Working Days.

NEW QUESTION # 24

Choose 1 option.

Cumulus Pharma wants to launch a new product, "Immunexis," and mandates that field sales reps must capture explicit opt-in consent from Healthcare Providers (HCPs) before sending any digital marketing materials. The following records are already configured in Agentforce Life Sciences:

Data Use Purpose record for "Immunexis Marketing"

Communication Subscription record named "Immunexis KOL Webinar Series"

Engagement Channel Type record for "Email"

When reps attempt to capture consent on their iPads, they can see the "Immunexis KOL Webinar Series" subscription, but they cannot select "Email" as a channel to capture the opt-in preference.

Which step resolves this issue so the rep can select "Email" for this subscription?

- **A. Create a Communication Subscription Channel Type junction record to link the Subscription to the Engagement Channel Type.**
- B. Create a Communication Subscription Consent record for the user profile to activate the channel visibility.
- C. Navigate to the Consent Administration tab in the Admin Console and check the box for "Allow Email Channel."

Answer: A

Explanation:

Option B is correct because Communication Subscription Channel Type is the junction record that links a Communication Subscription to an Engagement Channel Type. Salesforce's Life Sciences Consent Management data model includes Communication Subscription, Communication Subscription Channel Type, Communication Subscription Consent, Data Use Purpose, Engagement Channel Type, and related consent objects. This confirms that subscription-channel availability is modeled through Communication Subscription Channel Type, not only through the subscription or channel records separately.

Salesforce's Communication Subscription objects documentation states that Communication Subscription Channel Type specifies the engagement channel that can be used to contact the customer for a communication subscription. The Salesforce object reference also identifies fields on Communication Subscription Channel Type such as EngagementChannelTypeId, confirming that this object connects the subscription to the channel.

Option A is incorrect because there is no indication that a generic "Allow Email Channel" checkbox controls this relationship. Option C is also incorrect because Communication Subscription Consent stores an individual HCP's consent preference after the channel-subscription combination exists. It does not make the Email channel selectable for the subscription. Therefore, the consultant must create a Communication Subscription Channel Type record linking "Immunexis KOL Webinar Series" to the Email Engagement Channel Type.

NEW QUESTION # 25

Choose 1 option.

A sales director at Cumulus Pharma requires the field team to capture shifts in sentiment and competitive threats during interactions with Healthcare Providers (HCPs). These observations must be structured to help the organization identify commercial risks early and deploy mitigation strategies.

Which Agentforce Life Sciences for Customer Engagement feature should an Agentforce Life Sciences Consultant configure?

- A. Medical Inquiries to capture the observations and route them to a medical information queue
- B. Account Ratings to update the HCP's segmentation score based on the feedback
- **C. Medical Insights to record competitive intelligence and sentiment as structured data**

Answer: C

Explanation:

The correct answer is C because the scenario is asking for structured capture of field observations, sentiment changes, and competitive intelligence gathered during HCP interactions. Salesforce Life Sciences Cloud includes Medical Insights for capturing, analyzing, and sharing insights with medical, R&D, and commercial teams. Salesforce's Life Sciences Cloud pharma materials describe the capability as helping teams detect, capture, analyze, and share medical insights across R&D and commercial teams, while Salesforce Help also provides setup guidance for Medical Insights in Life Sciences Cloud.

Medical Insights is the best fit because the business requirement is not merely to log a question from an HCP. It is to capture structured observations that can reveal commercial risks, such as competitor activity, sentiment shifts, or emerging concerns. These insights can then support early risk identification and mitigation planning.

Option A is incorrect because Medical Inquiries are used to capture, manage, and respond to critical questions from HCPs, including formal inquiries that may require medical information handling. Salesforce describes Medical Inquiries as a way to capture, manage, and respond to critical questions from HCPs. That is different from capturing strategic field insights. Option B is also

incorrect because Account Ratings help prioritize or segment accounts, but they are not the structured feature for recording competitive intelligence and sentiment observations. Therefore, Medical Insights is the correct feature.

NEW QUESTION # 26

Choose 1 option.

An Agentforce Life Sciences Consultant uses the Account Summarization template to create a cross-object graph for a Life Sciences organization. Users report that the Agentforce summaries successfully include related data but fail to show recent updates made to specific Healthcare Provider Account fields.

What should the consultant configure to ensure the summary reflects the latest changes to these records?

- A. Enable feed tracking for the objects mapped in the template.
- **B. Enable history tracking for the fields configured in the template.**
- C. Enable Field Audit Trail for the nodes defined in the template.

Answer: B

Explanation:

Option A is correct because Salesforce Life Sciences Account Summarization uses field history tracking to include the latest changes for configured fields. Salesforce Help states that, to get summaries of the latest changes in a record, history tracking must be enabled for the fields configured in the Account Summarization template. This directly matches the issue: the summaries include related data, but recent updates to specific HCP Account fields are missing. The consultant must enable history tracking for the relevant fields so Agentforce can use those tracked changes when generating the account summary.

Feed tracking is not the best answer because Chatter feed tracking is primarily used to publish field changes to the record feed for collaboration and visibility. It does not satisfy the specific Account Summarization requirement documented by Salesforce. Field Audit Trail is also not correct for this scenario. Field Audit Trail is a Salesforce Shield capability used for long-term retention and audit-policy management of field history data, but the Account Summarization setup requirement is specifically field history tracking for the fields included in the template. Salesforce's Account Summarization Data Setup documentation also confirms that the Provider Summary Lightning App Builder component can be configured to enable history tracking for fields included in the information summary.

Therefore, the consultant should enable history tracking for the Account fields configured in the Account Summarization template.

NEW QUESTION # 27

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