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Salesforce Certified Agentforce Life Sciences Consultant Sample Questions (Q47-Q52):

NEW QUESTION # 47

Choose 1 option.

Cumulus Pharma requires strict adherence to compliance standards regarding sample inventory. A specialty sales rep needs to perform an unscheduled check of their physical inventory before a site visit. Upon counting, they are physically holding 95 units of "Immunexis 50mg," but the system currently records a balance of 100 units. The sales operations director wants to ensure that, when the rep submits this count, the system follows all compliance guidelines.

Which functionality will meet this requirement?

- A. Submit an Ad Hoc inventory count assessment; the system automatically creates an Adjustment transaction to reconcile the difference.
- B. Submit an Initial inventory count assessment; the system overrides the previous balance with the new value of 95.
- C. Perform a Return operation for the 5 missing units to the distribution center, then submit an Audited inventory count.

Answer: A

Explanation:

Option C is correct because an Ad Hoc inventory count assessment is used for an unscheduled inventory check, and Salesforce Life Sciences Sample Inventory Management supports discrepancy adjustments when the counted quantity differs from the system quantity. Salesforce Help states that when a discrepancy is recorded in an inventory count, Sample Inventory Management adjusts the system count positively or negatively to match the actual count. In this scenario, the rep physically counts 95 units while the system shows 100, so the compliant process is to submit the count and let the system create the adjustment transaction for the five-unit negative discrepancy.

Salesforce Help also describes Inventory Count Assessment as the object that captures the overview of the count, including where the assessment occurs and the assessment type. This supports using an inventory count assessment rather than manually changing inventory balances.

Option A is not correct because the missing units were not returned to the distribution center; creating a return would misrepresent the physical inventory event. Option B is also incorrect because an Initial inventory count is used for establishing an initial count, not for reconciling an unscheduled discrepancy after inventory already exists. Therefore, the correct compliant action is to submit an Ad Hoc inventory count assessment and let the system generate the adjustment transaction.

NEW QUESTION # 48

Choose 1 option.

The intake team at Cumulus Pharma handles Healthcare Provider (HCP) consent forms by fax and email. The operations manager needs a report to analyze the volume of documents based on whether they were "Incoming" or "Outgoing" to HCPs. The report must filter based on the direction of the document flow using standard fields.

Which field on the Received Document object should an Agentforce Life Sciences Consultant recommend for grouping this report?

- A. Document Status
- B. Direction
- C. Flow Type

Answer: B

Explanation:

The correct answer is B because the standard field that represents whether a received document is incoming or outgoing is Direction. Salesforce's Life Sciences Cloud Developer Guide for the ReceivedDocument object lists direction values such as INCOMING - Incoming and OUTGOING - Outgoing, which directly matches the reporting requirement in the scenario.

The operations manager wants to analyze document volume based on whether consent forms are flowing into the organization from HCPs or being sent out to HCPs. That is a directional reporting requirement, not a document lifecycle or status requirement.

Grouping the report by the Direction field allows the team to separate inbound consent forms from outbound documents using standard Salesforce data rather than creating a custom field or relying on interpretation.

Option A, Flow Type, is incorrect because the question is not asking about a business process type, document-processing flow, or automation path. It specifically asks for whether the document was incoming or outgoing. Option C, Document Status, is also incorrect because status would indicate where the document is in its lifecycle, such as received, processed, pending, or completed.

depending on configuration. Status does not define the direction of the document exchange. Therefore, the consultant should recommend grouping and filtering the report by the standard Direction field on Received Document.

NEW QUESTION # 49

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. Product Detailing Settings
- **B. Sample and Validation Settings**
- C. Samples and Items 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 # 50

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

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 # 51

Choose 1 option.

Which configuration allows Cumulus Pharma to adhere to specific regional laws, for example, Belgium, while maintaining GxP standards for sample distribution?

- A. Create a Territory Product Quantity Allocation for each country.
- **B. Use default country-specific templates.**
- C. Manually adjust the Quantity On Hand field on Product Item.

Answer: B

Explanation:

Option B is correct because Salesforce Life Sciences Cloud for Customer Engagement provides sample limit templates that help organizations enforce country-specific sampling rules. Salesforce Help states that Life Sciences Cloud includes a generic sample limit template and several country-specific templates by default. These templates are designed to support sample governance where regulations vary by country or region. In the scenario, Cumulus Pharma must comply with regional laws, such as Belgian requirements, while maintaining GxP standards for sample distribution. Using the default country-specific templates is the most appropriate standard configuration because it applies predefined sample-limit governance based on regional compliance expectations.

Option A is not the best answer because Territory Product Quantity Allocation is used to allocate product quantities by territory, but the requirement is about legal and GxP compliance by country. Allocation controls available quantities; it does not, by itself, represent the compliant sample-limit template framework. Option C is incorrect because manually adjusting Quantity On Hand on Product Item would change inventory balances directly and could create audit, traceability, and compliance risk. Product Item represents stock at a location, but manual quantity changes are not the correct way to enforce regional sampling laws.

Therefore, the consultant should use the default country-specific sample limit templates so sample distribution follows regional compliance rules while remaining aligned with Life Sciences Cloud's controlled sample-management framework.

NEW QUESTION # 52

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