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

Topic	Details
Topic 1	<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 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>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 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 (Q24-Q29):

### NEW QUESTION # 24

Choose 1 option.

Cumulus Pharma wants its field sales reps to quickly see whether an account is a target account in their assigned territory alongside other key attributes. Using the out-of-the-box Provider Card template, the team needs additional indicators so that targeted accounts display "Target" and non-targeted accounts display "Not Target." How should the Agentforce Life Sciences Consultant configure this requirement?

- A. Add an item group element to a section, include the Targeted Account field from the Provider Account Territory Info source object, and configure visibility conditions.
- B. Add a repeater element to a section, bind it to the Targeted Account field from the Provider Account Territory Info source object, and configure filter conditions.
- C. Add an item group element to a section and apply record-level filters on the Provider Account Territory Info source object to show only targeted accounts.

**Answer: A**

Explanation:

Option C is correct because the requirement is to display a conditional indicator on the Provider Card based on the Targeted Account field. Salesforce Help states that Provider Cards consolidate account information from scattered objects and fields into a single interface. Salesforce also documents that, in the Provider Card template, admins can use data from Provider Account Territory Information, including the Targeted Account field, to show whether an account is a target account.

The correct pattern is to add an item group element to a section, include the Targeted Account field from the Provider Account Territory Info source object, and configure visibility conditions so the card shows the appropriate label. When the field value indicates that the account is targeted, the card can show "Target." When it is not targeted, a separate condition can show "Not Target." Option A is not correct because applying record-level filters to show only targeted accounts would hide non-targeted accounts rather than displaying both "Target" and "Not Target" states. Option B is not the best answer because a repeater element is used for repeating sets of records; this requirement is a single account-level indicator. Therefore, item group elements with visibility conditions are the right configuration for the Provider Card indicator.

### NEW QUESTION # 25

Choose 1 option.

Cumulus Pharma uses standard Salesforce dashboards to help field sales reps track basic activities, such as visits and engagement trends. After customizing a dashboard and adding it to the home page, the reps report that funnel charts are not visible when viewing the dashboard in the Agentforce Life Sciences mobile app, even though they appear on desktop.

What should an Agentforce Life Sciences Consultant recommend?

- A. The underlying data is not available for the selected reporting period.
- B. Funnel charts are not supported in the mobile app.
- C. Mobile-specific dashboard filters are required for mobile devices.

**Answer: B**

Explanation:

Option A is correct because this is a mobile rendering limitation, not a data or filter issue. Salesforce documentation for reports and dashboards on mobile describes differences and limitations between desktop and the Salesforce mobile app. When a dashboard component appears on desktop but not in the mobile app, the consultant should first check mobile dashboard support and component compatibility rather than assuming that the report data is missing.

The question states that the funnel charts appear on desktop, which strongly indicates that the underlying reports and reporting periods are valid. If the data were missing for the selected reporting period, the chart would fail or show no data consistently, not only on mobile. Option C is therefore not a good fit. Option B is also incorrect because dashboard filters can affect what data is shown, but they do not make an unsupported chart type render in the mobile app.

Salesforce Help also discusses making dashboards available in mobile workflows and notes that mobile dashboard behavior depends on how dashboards are embedded and rendered in the Salesforce mobile app. For this scenario, the consultant should recommend replacing the funnel chart with a mobile-supported visualization or providing an alternate dashboard component for

mobile users. Therefore, the correct answer is that funnel charts are not supported in the mobile app.

### NEW QUESTION # 26

Choose 1 option.

A field sales rep has logged personal time off for next Friday. However, they accidentally attempt to schedule a provider visit with a Healthcare Provider (HCP) during that same time slot. The system needs to prevent this action. The solution must use the standard Time Off Territory (TOT) configuration to enforce this restriction as a hard stop.

Which configuration should an Agentforce Life Sciences Consultant verify in the Visit/Calendar settings?

- **A. Configure TOT Overlapping Rules to set the behavior to "Error" when a Visit overlaps with a TOT record.**
- B. Create a validation rule on the Visit object checking the user's calendar.
- C. Enable "Block Activity on Conflict" on the TOT record type.

**Answer: A**

Explanation:

Option B is correct because the requirement is specifically to prevent visit creation when a Visit overlaps with a Time Off Territory record. Salesforce Life Sciences documentation references Time Off Territory overlapping rules as the standard mechanism that prevents creating visits during TOT events. Salesforce's Winter '26 Customer Engagement package patch notes also mention an issue where a visit could be created during a Time Off Territory event, bypassing the overlapping rule that should have prevented creation. That confirms TOT overlapping rules are the expected standard control for this scenario.

Because the business wants a hard stop, the overlapping rule behavior must be set to "Error." This means the rep receives an error and cannot proceed with scheduling the visit while it conflicts with the TOT time block.

Option A is incorrect because a custom validation rule on Visit would duplicate a standard Life Sciences calendar/TOT capability and may not handle the full mobile scheduling experience correctly. Option C is also not the best answer because "Block Activity on Conflict" on the TOT record type is not the documented standard configuration in the Life Sciences Visit/Calendar settings. The correct standard configuration is to use TOT Overlapping Rules and set the overlap behavior to Error. This prevents scheduling visits during the rep's logged time off.

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### NEW QUESTION # 27

Choose 1 option.

Cumulus Pharma wants to track email interactions and in-person visits as two distinct types of interactions. The system should count these separately to ensure field sales reps meet their target of six emails and three visits. The solution must use standard Activity Plan configuration objects to categorize these interactions based on the Visit Channel.

Which object defines these distinct interaction categories?

- **A. Provider Activity Measure Type**
- B. Provider Activity Goal
- C. Provider Activity Plan Interaction

**Answer: A**

Explanation:

Option A is correct because Provider Activity Measure Type defines how engagement activities are measured and categorized in Activity Plans. Salesforce Help explains that an activity can be an interaction with a healthcare professional, such as a visit, and that a channel is the medium in which the interaction or activity occurs. This is exactly the requirement: Cumulus Pharma wants to distinguish email interactions from in-person visits so each channel can be counted separately against the field rep's targets. Salesforce Help for creating Activity Plans also states that admins should verify that a provider activity measure type has been created to track provider engagement activities. This confirms that Provider Activity Measure Type is the setup object used to define what kind of activity is being measured.

Option B, Provider Activity Goal, is not correct because it represents the target or goal assigned to providers or reps, such as six emails or three visits. It does not define the activity category itself. Option C, Provider Activity Plan Interaction, is also not the best answer because the question asks which configuration object defines the distinct interaction categories. The measure type is the categorization layer that can use Visit Channel, such as Email or In-Person, to count interactions separately. Therefore, Provider Activity Measure Type is the correct answer.

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## NEW QUESTION # 28

Choose 1 option.

Cumulus Pharma wants to ensure that whenever a field sales rep discusses a product during a visit, for example "Immunexis," the rep is required to record product-specific information before being allowed to submit the visit.

How should the Agentforce Life Sciences Consultant configure this requirement?

- A. Create a validation rule on the Visit object that checks for discussions on the "Immunexis" product.
- **B. Enable Require Discussion in Product Discussion Settings for the "Immunexis" product record.**
- C. Mark the Comments field as required on the Provider Visit Product Discussion page layout.

**Answer: B**

Explanation:

Option C is correct because the requirement is product-specific and should be configured through Product Discussion Settings, not through a generic page-layout or Visit validation rule. Salesforce's Life Sciences Cloud Visit Management data model includes Provider Visit Product Discussion as the object that represents products discussed during a visit, including key details about the product brand, therapeutic area, and related information. Salesforce also documents ProviderVisitProdDiscussion as representing additional notes or information about products discussed during a healthcare provider visit.

The question asks for a configuration that applies when a specific product, such as Immunexis, is discussed. Enabling Require Discussion in Product Discussion Settings for the product record is the most targeted standard configuration because it ties the requirement to that product's visit discussion behavior.

Option A is not the best answer because a custom validation rule on Visit would have to inspect related product-discussion records and could become complex or unreliable for mobile visit submission behavior. Option B is also insufficient because making a Comments field required on the page layout would apply based on the layout, not specifically when Immunexis is discussed. It also would not necessarily enforce product-specific discussion requirements across all relevant visit submission paths. Therefore, the consultant should enable Require Discussion in Product Discussion Settings for the Immunexis product record.

## NEW QUESTION # 29

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