Vendor: Salesforce

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Exam Name: Salesforce Certified Agentforce Life Sciences Consultant

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QUESTION 1
A field sales rep is ready to capture a Healthcare Provider's (HCP's) signature on an iPad for a sample drop-off. For Food and Drug Administration (FDA) 21 CFR Part 11 compliance, the system must capture the image of the signature and create a non-editable audit trail linking the signature to the specific samples and timestamp. Which Agentforce Life Sciences for Customer Engagement feature should an Agentforce Life Sciences Consultant enable to support this rigorous audit requirement?

A. Shield Audit Trail
B. DocuSign for Salesforce
C. Digital Verification

Answer: C
Explanation:
The correct answer is C because Salesforce's electronic signature capability for Life Sciences is Digital Verification. Salesforce Help states that the Electronic Signature feature provides 21 CFR Part 11-ready electronic signature functionality, and the setup guidance directs administrators to configure the Digital Verifications feature to manage electronic signatures in Salesforce rather than relying on a third-party application.

The requirement is specific to regulated sample drop-off. The system must capture the HCP's signature image, associate it with the sample disbursement, preserve the timestamp, and maintain an audit trail that supports compliance expectations. Digital Verification is the Salesforce Life Sciences feature designed to support electronic-signature capture in this type of regulated workflow.

QUESTION 2
An Agentforce Life Sciences Consultant configured an Activity Plan for the West Coast territory to support a product launch. Field sales reps must submit their proposed visit targets for manager review by a specific date. Any target adjustment exceeding allowed limits must be flagged for review. How should the consultant configure these deadlines and adjustment limits in Agentforce Life Sciences?

A. Global Calculation Settings for the Provider Activity Measure Type
B. Activity Plan record within the Review Details section
C. Goal Definition record assigned to the Territory Business Plan

Answer: B
Explanation:
The correct answer is B because the deadlines and review windows for activity-plan adjustments are configured on the Activity Plan record, specifically in the review-related configuration. Salesforce Help for creating Activity Plans references fields such as Reviewer Plan Adjustment Start Date and Reviewer Plan Adjustment End Date, which define the date range in which the manager can review adjustment requests.

The scenario describes a plan-level governance requirement: field sales reps must submit proposed visit targets by a specific deadline, and adjustments above allowed thresholds must be reviewed. This belongs to the Activity Plan configuration because the plan defines the cycle, timing, targets, review process, and adjustment behavior for the territory or provider planning period. Configuring the Review Details section ensures that the plan controls when reps can submit changes and when managers can review them.

QUESTION 3

Cumulus Pharma wants to standardize its strategic planning for a new product launch using Action Plans. The company requires a system where a high-level corporate objective can be defined once and then imported by Key Account Managers into individual account plans with predefined tactical steps. Which record should the Agentforce Life Sciences Consultant create to meet this requirement?

A. Account Plan Objective Link
B. Goal Definition Product
C. Action Plan Template Assignment

Answer: C
Explanation:
The correct answer is C because an Action Plan Template Assignment connects predefined action-plan tasks to reusable planning objectives so Key Account Managers can import standardized objectives into account plans with tactical steps already attached. Salesforce Help for Life Sciences Key Account Management explains that a Goal Definition represents a broad business objective that can be reused across global, national, and territory levels. It also states that when creating account plan objectives, users can import templates and choose goal definitions with action plans and assessment tasks to add to account plans.

The key phrase in the scenario is "with predefined tactical steps." A high-level corporate objective alone would not be enough. The organization also wants repeatable execution tasks that KAMs can bring into individual account plans. Creating an Action Plan Template Assignment supports this by associating the action plan template with the goal definition, so the imported objective includes the structured actions needed for execution.

QUESTION 4
Cumulus Pharma has a unique record for a Healthcare Provider (HCP). During a visit, a field sales rep captures another address in Contact Point Address and marks it as primary, without updating the existing address record that is already marked as primary. The company's admin has scheduled the out-of-the-box Account Address batch jobs to run nightly. Which record will the job use as primary?

A. The previous primary record
B. The last modified non-primary record
C. The last modified record

Answer: C
Explanation:
The correct answer is C because the out-of-the-box Account Address batch job resolves duplicate primary Contact Point Address records by using the last modified record that is marked as primary. Salesforce Help for Life Sciences Account Address batch jobs states that if multiple Contact Point Address records are marked as primary, the job uses the last modified record marked as primary. This directly matches the scenario where the sales rep creates or updates another Contact Point Address and marks it as primary while the previous primary address remains unchanged.

Because both address records are now marked as primary, the batch job must determine which one should be treated as the effective primary address. Since the newly captured address was modified most recently and is marked as primary, the nightly Account Address batch job will use that last modified primary record. This behavior helps Life Sciences Cloud maintain a consistent primary-address reference when conflicting primary flags exist.

QUESTION 5
At Cumulus Pharma, field sales reps use the Next Best Customer component on their iPads to prioritize and identify accounts for outreach. Reps report that when they sort recommendations by distance, the sorting does not work as expected because all accounts display a distance of 0. They have confirmed that location services are enabled on the iPad device. What is the cause of this issue?

A. The account primary address records are missing geolocation data, so the system cannot calculate distance correctly.
B. The Next Best Customer component requires a manual refresh before distance-based sorting can be applied.
C. Distance calculation requires the account to be aligned to the user's territory, and unaligned accounts show a distance of 0.

Answer: A
Explanation:
The correct answer is A because distance-based sorting in the Next Best Customer mobile component requires geolocation data on the account's relevant address. Salesforce Help for configuring Next Best Customer settings for the mobile app states that, to ensure accounts are accurately sorted by distance, geolocation data must be captured for the primary address or preferred address. Salesforce Help also explains that if no preferred address is available, distance is calculated using the account's primary Contact Point Address.

The reps already confirmed that location services are enabled on the iPad, so the issue is not the mobile device's ability to determine the user's current location. The missing piece is the account-side location data. If the primary or preferred address does not contain valid latitude and longitude values, the component cannot accurately calculate the distance between the rep and the account. As a result, accounts may appear with a distance of 0 or behave incorrectly when sorted by distance.

QUESTION 6
To calculate the total value of inventory in the field, an analyst needs to report on the quantity of "Immunexis 50mg" held in every field sales rep's trunk, represented as a Location. The report must query the specific object that represents the stock of a product at a location. Which object serves as the primary data source for this report?

A. Location Group
B. Product Item
C. Product Request

Answer: B
Explanation:
Option B, Product Item, is correct because Salesforce defines ProductItem as the object that represents the stock of a particular product at a particular location. Salesforce Field Service developer documentation states that ProductItem represents stock of a product at a location, such as items stored in a warehouse. The Field Service Inventory Management data model also states that inventory management starts with product items, which represent stock of a particular product at a particular location.

This exactly matches the reporting requirement. The analyst needs to calculate how much "Immunexis 50mg" exists in each sales rep's trunk. In Salesforce inventory architecture, each rep's trunk is modeled as a Location, and the stock quantity of a given Product2 at that Location is represented by Product Item records. Reporting on Product Item allows the analyst to group by Location, filter or group by Product, and calculate quantity or value.

QUESTION 7
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.

QUESTION 8
A field sales rep attempts to start a remote engagement session but receives an error indicating that they do not have permission to access the video service credentials. The rep's profile is verified in the Life Sciences Field Sales Representative permission set. Which additional permission should an Agentforce Life Sciences Consultant assign?

A. Grant External Credential Principal Access permission.
B. Provide the rep with the Auth Token for first-time authentication.
C. Add the rep to the Twilio Users Public Group.

Answer: A
Explanation:
Option A is correct because Remote Engagement with Twilio uses Salesforce named and external credentials, and users need access to the external credential principal to use those credentials. Salesforce Help for configuring Twilio credentials in Life Sciences Remote Engagement states that the Life Sciences Customer Engagement managed package includes the named and external credentials for Twilio. The same Salesforce Help result specifically references selecting External Credential Principal Access as part of the setup. This aligns directly with the error: the field sales rep cannot access the video service credentials, even though the Life Sciences Field Sales Representative permission set has been verified.

QUESTION 9
An Agentforce Life Sciences Consultant wants to enable the option for field sales reps to CC emails to their colleagues from the Agentforce Life Sciences mobile app. Which email setting should the consultant enable?

A. Add Colleagues as CC
B. Add CC Recipients
C. Enable CC Field Representative

Answer: A
Explanation:
Option A is correct because the requirement is specifically to allow field sales reps to add colleagues as CC recipients when sending emails from the Life Sciences Cloud mobile app. Salesforce Help for customizing and sending emails in Life Sciences Cloud states that users can send emails from the Life Sciences Cloud mobile app from areas such as the home page, visit and account records, the content library, and the presentation player. The same Salesforce Help result also states that users can add colleagues as CC recipients, depending on the Salesforce admin's configuration.

That wording directly matches the option "Add Colleagues as CC." The purpose of the setting is not simply to expose a generic CC field, but to enable the Life Sciences mobile email experience where reps can copy internal colleagues on compliant business communications.

QUESTION 10
An Agentforce Life Sciences Consultant configured the Inquiry record page to provide a comprehensive history view. Users need to see a chronological list of all key events and changes associated with the inquiry. Which step must the consultant take to expose this historical data on the Lightning record page?

A. Drag the Timeline component to the page and configure the component details.
B. Enable Field History Tracking on the Inquiry object and add the History component.
C. Add the Inquiry History related list to the page layout.

Answer: A
Explanation:
Option A is correct because Salesforce Help for setting up the Inquiry record page for Medical Inquiries explicitly states that, to view timeline details for inquiries, the consultant should drag the Timeline component to the page. The requirement in the question is to expose a chronological list of key events and changes associated with the inquiry. That is exactly the purpose of the Timeline component on the Medical Inquiries record page.

Salesforce also documents Enhanced Timeline for Life Sciences Cloud, explaining that the Enhanced Timeline component shows key events relating to a person or a record. This supports the use case of giving users a consolidated, chronological view of relevant inquiry activity, rather than requiring them to inspect multiple related lists or audit records separately.

QUESTION 11
Cumulus Pharma wants to allocate samples from a specific production batch to a field sales rep's inventory so the company can track the remaining quantity by batch and automatically update inventory during disbursements. Which action fulfills this requirement?

A. Assign the Production Batch to the Life Sciences Marketable Product and allow Visit submissions to manage batch allocation automatically.
B. Update the Quantity on Hand field on the Product Item assigned to the rep.
C. Create a Product Batch Item from the Production Batch record, associate it to the rep's Product Item, mark it "Active," and enter the Remaining Quantity.

Answer: C
Explanation:
Option C is correct because Product Batch Item is the Salesforce Life Sciences Cloud record that connects a production batch to a specific product inventory location or user inventory context. Salesforce Help describes creating Product Batch Items for sample inventory and states that a

product batch item establishes the relationship between the Product, Life Science Marketable Product, Production Batch, Product Batch Item, Location, and User. This directly matches the scenario: Cumulus Pharma needs to allocate samples from a specific production batch to a field sales rep's inventory and track remaining quantity at the batch level.

The ProductBatchItem object also includes the RemainingQuantity field, which supports the requirement to track remaining quantity by batch. Salesforce's Life Sciences Cloud Developer Guide documents ProductBatchItem and identifies RemainingQuantity as a field on the object.

QUESTION 12
Cumulus Pharma uses a territory model where a Healthcare Provider (HCP) is assigned to both the "Cardiology West" and "Launch Team" territories. The company needs to store "Year-to-Date Visit Counts" for the HCP for each territory independently. Which standard object should the company use to store these territory-specific account metrics?

A. Provider Account Territory Summary
B. Provider Account Territory Association
C. Provider Account Territory Information

Answer: A
Explanation:
Option A, Provider Account Territory Summary, is the best answer because the requirement is to store summarized, territory-specific account metrics. The HCP belongs to more than one territory, and Cumulus Pharma must track Year-to-Date Visit Counts independently for each territory.

Salesforce's Life Sciences Account Management data model includes both Provider Account Territory Information and Provider Account Territory Summary as standard entities for managing healthcare provider and organization accounts, related profiles, and territory-specific information.

Provider Account Territory Summary is the object designed for summarized metrics at the provider-account-and-territory level. That makes it the appropriate place for values such as Year-to-Date Visit Counts, which are calculated or aggregated metrics rather than the raw alignment relationship itself.

QUESTION 13
Cumulus Pharma uses the Medical Insights feature in Agentforce Life Sciences for Customer Engagement to record insights from engagements with Healthcare Providers (HCPs). The company's customer engagement analytics team is reporting duplicate upvotes made by field sales reps and an inability to see the total count of upvotes on the Medical Insights record. Which out-of-the-box configuration should an Agentforce Life Sciences Consultant use to address the upvote issues?

A. Activate MedicalInsightValidationHandler.
B. Use validation rules and a new roll-up summary field.
C. Activate UserReactionMedicalInsightHandler.

Answer: C
Explanation:
Option C is correct because Medical Insight upvotes are handled through the UserReaction object and related out-of-the-box logic. Salesforce's Life Sciences Cloud Developer Guide states that UserReaction represents a user's reaction to a medical insight, such as an upvote or downvote, and that these reactions are used to identify trending insights. This directly supports the scenario because the problem involves duplicate upvotes and the inability to see total upvote

counts on Medical Insight records.
Salesforce's MedicalInsight object documentation also references fields related to ranking and upvotes, including a default rank determined based on linked insights and their upvotes. This confirms that upvote behavior is part of the standard Medical Insights data model rather than something that should be rebuilt manually.

QUESTION 14
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. Funnel charts are not supported in the mobile app.
B. Mobile-specific dashboard filters are required for mobile devices.
C. The underlying data is not available for the selected reporting period.

Answer: A
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.

QUESTION 15
An Agentforce Life Sciences Consultant is configuring the sidebar for the visit engagement screen in the Agentforce Life Sciences mobile app. They want to add related lists for easy access. What is the maximum number of custom object-related lists that can be added to this sidebar?

A. 10
B. 5
C. 2

Answer: B
Explanation:
Option B is correct. In Agentforce Life Sciences for Customer Engagement, the visit engagement screen in the mobile app can be customized so field users have quick access to key visit information and related records while preparing for or conducting a visit. Salesforce Help identifies the Life Sciences Cloud mobile app setup area as the place where admins configure the visit engagement page, sidebar menu, visit information fields, visit record types, quick actions, and other customer engagement mobile settings. The sidebar menu is intended to provide focused, in-context access to the most relevant information, not to replicate every possible related list from the desktop experience.
The maximum number of custom object-related lists that can be added to the sidebar is five. This limit helps preserve mobile usability and keeps the visit engagement experience streamlined for field sales reps using an iPad or mobile device during HCP or HCO interactions.

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