

Salesforce.Certified OmniStudio Consultant.by.Edy.41q

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**Exam Code: Certified OmniStudio Consultant**

**Exam Name: Salesforce Certified OmniStudio Consultant**



## Exam A

### QUESTION 1

Which OmniStudio tool creates a Chatter post and sends to a Chatter feed?

- A. DataRaptor Load
- B. Integration Procedure
- C. Calculation Procedure
- D. FlexCards

**Correct Answer: B**

**Section:**

**Explanation:**

The OmniStudio tool that creates a Chatter post and sends it to a Chatter feed is Integration Procedure. An Integration Procedure can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. One of the REST services that an Integration Procedure can invoke is Chatter API, which allows creating and sending Chatter posts to users or groups

### QUESTION 2

An OmniScript saves data to Salesforce and to an external system. What OmniScript element could save all this data?

- A. HTTP Action
- B. Integration Procedure Action
- C. DataRaptor Post Action
- D. DataRaptor Transform Action

**Correct Answer: B**

**Section:**

**Explanation:**

The OmniScript element that could save all this data is Integration Procedure Action. An Integration Procedure Action can execute an Integration Procedure that can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the Integration Procedure Action can write data to Salesforce using a DataRaptor Load action and to an external system using a REST or SOAP service

### QUESTION 3

A business has a requirement to display an account and all of the associated contacts on a page. The number of contacts will vary for each account. For each contact, the page should display first name, last name, email, and phone number with options to edit the contact information or send a message. The primary contact for an account should be highlighted with a blue border.

Which two FlexCards features should the consultant recommend to meet these requirements?

Choose 2 answers

- A. Data table
- B. Flyouts
- C. States
- D. Repeat Block

**Correct Answer: A, D**

**Section:**

**Explanation:**

The two FlexCard features that the consultant should recommend to meet these requirements are Datatable and Repeat Block. A Datatable element can display a list of records in a tabular format, with columns for each field



and rows for each record. The consultant can use a Datatable element to display the contacts for an account, with options to edit or send a message. A Repeat Block element is a container that can display multiple instances of a FlexCard based on a data source. The consultant can use a Repeat Block element to display a FlexCard for each contact, and use a condition to apply a blue border for the primary contact

#### QUESTION 4

A business wants to create a reusable OmniScript to capture customer payment information during the order process. The business decides that the first step of the payment process should include:

- \* Payment type (credit card or bank account)
- \* Payment amount

Which two elements should the consultant recommend for this step of the process?

Choose 2 answers

- A. Number
- B. Radio
- C. Multi-select
- D. Currency

**Correct Answer: B, D**

**Section:**

**Explanation:**

The two elements that the consultant should recommend for this step of the process are: Radio and Currency. A Radio element can display a list of options for the user to choose from, such as payment type. A Radio element allows only one option to be selected at a time, and can also have icons for each option. A Currency element can display a field for the user to enter a currency value, such as payment amount. A Currency element can also have validation and formatting options, such as minimum and maximum values, decimal places, etc

#### QUESTION 5

A business Implements FlexCards in their customer 360 view. The business wants to add a new action to on the FlexCards that redirects users to an external web page.

Which type of action should the consultant recommend to meet this new requirement?

- A. Redirect
- B. Event
- C. Navigate
- D. URL

**Correct Answer: C**

**Section:**

**Explanation:**

The type of action that the consultant should recommend to meet this new requirement is Navigate. A Navigate action is a button or a link that can redirect the user to another web page or URL. The consultant can use a Navigate action to add a new action to the FlexCards that redirects users to an external web page

#### QUESTION 6

Which three use cases should be implemented using Calculation Procedures and matrices?

Choose 3 answers

- A. Use a house's address, size, and age of the building to determine an insurance premium.
- B. Use rules to determine eligible insurance products based on a house's address and age of the building.
- C. Use location and past usage to determine the monthly cost for an energy product.
- D. Use the product color and capacity to determine the price of a product.
- E. Use risk factors for an insured item to determine different insurance product options.

**Correct Answer: A, C, E**

**Section:****Explanation:**

Calculation Procedures & Matrices are used to perform complex calculations based on input data and predefined rules. They are suitable for use cases that involve pricing, rating, scoring, or eligibility determination.

Therefore, the use cases that should be implemented using Calculation Procedures & Matrices are:

Use a house's address, size, and age of the building to determine an insurance premium. (This involves rating based on multiple factors)

Use location and past usage to determine the monthly cost for an energy product. (This involves pricing based on variable inputs)

Use risk factors for an insured item to determine different insurance product options. (This involves scoring and eligibility based on criteria)

The use cases that should not be implemented using Calculation Procedures & Matrices are:

Use rules to determine eligible insurance products based on a house's address and age of the building. (This can be done using Business Rules Engine or OmniScript logic)

Use the product color and capacity to determine the price of a product. (This can be done using simple formulas or lookup tables)

**QUESTION 7**

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

- A. Prefill data for users when possible
- B. Replicate existing processes as-is
- C. Provide keystroke commands for data entry
- D. Divide complex processes into sections
- E. Provide user help text

**Correct Answer: A, D, E**

**Section:****Explanation:**

When designing OmniScripts, the best practices that should be followed to increase user adoption are:

Prefill data for users when possible (This reduces user effort and improves data quality)

Divide complex processes into sections (This makes the script more manageable and user-friendly)

Provide user help text (This guides the user through the script and clarifies any doubts)

The best practices that should not be followed to increase user adoption are:

Replicate existing processes as-is (This may not leverage the full potential of OmniStudio and may not address the pain points of the users)

Provide keystroke commands for data entry (This may not be intuitive or accessible for all users and may require additional training)

**QUESTION 8**

A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users will access to more than 25 processes. Recently, a new project was started to build a 360 view using FlexCards to replace the legacy application.

In this scenario, which three FlexCard features should the consultant recommend?

Choose 3 answers

- A. Actions
- B. Custom Styles
- C. Menu elements
- D. Data tables
- E. Newport Design System

**Correct Answer: A, B, D**

**Section:****Explanation:**

FlexCards are used to display contextual customer information in a compact and customizable way. They can also provide access to related processes or actions. In this scenario, the features that the consultant should

recommend are:

**Actions:** These are buttons or links that can launch OmniScripts, DataRaptors, or other processes from the FlexCard. They can help the users to perform tasks related to the customer information displayed on the FlexCard.

**Custom Styles:** These are CSS classes that can be applied to the FlexCard elements to match the company's color scheme and fonts. They can help the users to have a consistent and branded user interface.

**Data Tables:** These are elements that can display tabular data from one or more data sources on the FlexCard. They can help the users to see relevant data in a structured and sortable way.

The features that the consultant should not recommend are:

**Menu Elements:** These are elements that can display a list of options or submenus on the FlexCard. They are not suitable for this scenario because they do not provide access to processes or actions, but only to other FlexCards or pages.

**Newport Design System:** This is a design system that provides a set of predefined styles and components for OmniStudio applications. It is not suitable for this scenario because it does not match the company's color scheme and fonts, and it may require additional customization.

#### QUESTION 9

What is the purpose of Step elements in OmniScript?

- A. Allows the user to input data
- B. Groups elements that extract data
- C. Enables the use of repeatable blocks
- D. Organizes the script into one or more pages

**Correct Answer: D**

**Section:**

**Explanation:**

Step elements are used to organize the OmniScript into one or more pages. They define the layout, navigation, and visibility of the OmniScript elements. They can also have pre- and post-actions that can execute DataRaptors, Integration Procedures, or other processes before or after the user completes the step.

The other options are not correct because:

**Allows the user to input data:** This is not the purpose of Step elements, but of Input elements, such as Text, Number, Date, Picklist, etc.

**Groups elements that extract data:** This is not the purpose of Step elements, but of Data Source elements, such as DataRaptor Extract, Integration Procedure Extract, etc.

**Enables the use of repeatable blocks:** This is not the purpose of Step elements, but of Repeatable Block elements, which allow the user to add or remove multiple instances of a group of elements.

#### QUESTION 10

A company needs a guided process for their internal support department that will provide the following functionality:

- \* Allow the user to enter their employee id
- \* Retrieve name, mobile phone, title, and email using the employee id
- \* Display the user's details on a page
- \* On another page, allow the user to enter case details, including subject, category, severity, and description

Which three elements should the consultant recommend to meet these requirements using an OmniScript?

Choose 3 answers

- A. Messaging
- B. DataRaptor Post Action
- C. Calculation Action
- D. DataRaptor Extract Action
- E. Steps

**Correct Answer: B, D, E**

**Section:**

**Explanation:**

The three elements that the consultant should recommend to meet these requirements using an OmniScript are: Messaging, DataRaptor Post Action, and Steps. A Messaging element is an element that can display a text message with an icon and a color, such as blue for information or yellow for warning. The consultant can use a Messaging element to display the user's details on a page. A DataRaptor Post Action is an action that can write

data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post Action to save the case details to Salesforce. A Step element is an element that can group related fields and elements in an OmniScript, and display them in a page or a section. The consultant can use multiple Step elements to organize the OmniScript into logical steps, such as entering employee id, displaying user details, and entering case details.

#### QUESTION 11

A business wants to display cases for an account using FlexCards. The cases should be organized in a tabular list by case status, so that Escalated cases appear first, followed by Active and Closed cases. Which FlexCard feature should the consultant recommend to meet this requirement?

- A. flyout with child FlexCards with conditions to filter by case status
- B. States with conditions to filter by case status
- C. A Datatable element with the Group By property
- D. Child FlexCards in a parent FlexCard with the Group By property

**Correct Answer: C**

**Section:**

**Explanation:**

The FlexCard feature that the consultant should recommend to meet this requirement is a Datatable element with the Group By property. A Datatable element is an element that can display data in a tabular format, with columns and rows. The consultant can use a Datatable element to display the cases for an account, with columns for case status, case number, subject, etc. The Group By property is a property that allows grouping data by one or more fields, such as case status. The consultant can use the Group By property to organize the cases by case status, so that Escalated cases appear first, followed by Active and Closed cases

#### QUESTION 12

A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:

- \* Present the user with a customer satisfaction question that allows them to select one option from a 1-5 satisfaction rating.
- \* Create a case for an account team member to follow up.
- \* Email a summary message to the user.

Which OmniScript elements should the consultant recommend to meet these requirements?

- A. Radio Group, Remote Action, and Messaging Action
- B. Multi-Select, Remote Action, and Email Action
- C. Radio Group, DataRaptor Post Action, and Email Action
- D. Edit Block, DataRaptor Post Action, and Messaging Action

**Correct Answer: C**

**Section:**

**Explanation:**

The OmniScript elements that the consultant should recommend to meet these requirements are: Radio Group, DataRaptor Post Action, and Email Action. A Radio Group element is an element that can display a list of options for the user to choose from, such as customer satisfaction rating. A Radio Group element allows only one option to be selected at a time, and can also have icons for each option. A DataRaptor Post Action is an action that can write data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post Action to create a case for an account team member to follow up. An Email Action is an action that can send an email to one or more recipients, with optional attachments and templates. The consultant can use an Email Action to email a summary message to the user

#### QUESTION 13

A company wants to create a guided process for their customers. The process needs to retrieve data from Salesforce as well as external systems, and the steps of the process will branch depending on input from the user. Users will complete the process in a single session.

How should the consultant design the solution to meet these requirements?

- A. FlexCards and Integration Procedures
- B. FlexCards and DataRaptors
- C. OmniScripts and Integration Procedures
- D. OmniScripts and DataRaptors

**Correct Answer: C**

**Section:**

**Explanation:**

The consultant should design the solution using OmniScripts and Integration Procedures to meet these requirements. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to create the guided process for the customers. An Integration Procedure is a tool that can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. The consultant can use Integration Procedures to retrieve data from Salesforce as well as external systems, and store it in a JSON object for display or processing in the OmniScript.

#### QUESTION 14

A business is creating an agent console with FlexCards to provide a 360 view of their customers. The business wants the following information displayed:

- \* Account information including account name, phone, and website
- \* Active opportunities related to the account
- \* Active contracts related to the account
- \* The ability to view and renew contracts

An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data.

How should the consultant design the FlexCards to meet these requirements?

- A. Parent FlexCard with multiple Child and Card Actions
- B. Parent FlexCard with multiple Child and different Card States
- C. Parent FlexCard with single Child and multiple Card States
- D. Parent FlexCard with single Child and Card Actions

**Correct Answer: A**

**Section:**

**Explanation:**

The consultant should design the FlexCards using a Parent FlexCard with multiple Child and Card Actions to meet these requirements. A Parent FlexCard is a FlexCard that can display data and actions in a card format, and also contain one or more Child FlexCards. The consultant can use a Parent FlexCard to display the account information, including account name, phone, and website. A Child FlexCard is a FlexCard that can display data and actions in a card format within a Parent FlexCard. The consultant can use multiple Child FlexCards to display the active opportunities and contracts related to the account. A Card Action is a button or a link that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can use multiple Card Actions to enable the user to view and renew contracts.

#### QUESTION 15

Which two functions can be performed by DataRaptors?

Choose 2 answers

- A. Transform data
- B. Combine requests into a single response
- C. Read and write data to external systems
- D. Read and write data to Salesforce

**Correct Answer: A, D**

**Section:**

**Explanation:**

DataRaptors are OmniStudio data tools that can perform various functions on data, such as reading, writing, transforming, and validating. They can work with Salesforce data and external data sources. The two functions that can be performed by DataRaptors are:

Transform data: DataRaptors can use transformation rules to manipulate data, such as changing the format, applying calculations, mapping values, etc.

Read and write data to Salesforce: DataRaptors can use SOQL or SOSL queries to read data from Salesforce objects and fields, and use DML operations to insert, update, delete, or upsert data to Salesforce.

The functions that cannot be performed by DataRaptors are:

Combine requests into a single response: DataRaptors cannot aggregate multiple requests from different sources into one response. This can be done using Integration Procedures, which can orchestrate multiple DataRaptors or REST calls into a single process.

Read and write data to external systems: DataRaptors cannot directly access external systems or APIs. They need to use Integration Procedures or REST elements to invoke external services and pass the data to or from

DataRaptors.

#### QUESTION 16

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps to capture the required information:

- \* Step 1: account name and legal number
- \* Step 2: billing cycle and monthly due date
- \* Step 3: email and telephone number

After each step, a DataRaptor is used to update the account information in Salesforce.

Following best practices, which two improvements can the consultant recommend for this OmniScript?

Choose 2 answers

- A. Create a reusable OmniScript for this process
- B. Use a single DataRaptor to save the information
- C. Combine the three steps into one step
- D. Configure the save for later property

**Correct Answer: B, C**

**Section:**

**Explanation:**

When designing OmniScripts, the best practices that should be followed to optimize performance and user experience are:

Use a single DataRaptor to save the information: Instead of using multiple DataRaptors to update the account information after each step, it is better to use a single DataRaptor at the end of the OmniScript to save all the information at once. This reduces the number of database operations and improves performance.

Combine the three steps into one step: Instead of having three separate steps to capture the required information, it is better to combine them into one step with a simple layout. This reduces the number of page transitions and improves user experience.

The suggestions that are not best practices are:

Create a reusable OmniScript for this process: This may not be necessary if the process is specific to creating new billing accounts and not used by other OmniScripts. Creating a reusable OmniScript may add complexity and maintenance overhead.

Configure the save for later property: This may not be useful if the process is short and simple and does not require the user to resume it later. Configuring the save for later property may add unnecessary storage and retrieval logic.

#### QUESTION 17

Agents for an insurance company need to know the current and past weather conditions when creating claims for customers. The consultant implements a FlexCard for weather conditions in the console to ensure the agents have access to the information. The FlexCard needs to provide fields extracted from a weather API and an account field from Salesforce.

According to best practice, what data source should be used?

- A. Streaming API
- B. DataRaptor Extract
- C. REST
- D. Integration Procedure

**Correct Answer: D**

**Section:**

**Explanation:**

An Integration Procedure is the best data source to use for a FlexCard that needs to provide fields from both an external API and a Salesforce object. An Integration Procedure can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the FlexCard can display data from different sources in one place

#### QUESTION 18

A company has deployed an OmniScript that is working as designed. During the process, the OmniScript has multiple steps that allow the user to review lists of cases, contacts, quotes, orders, and contracts for an account. Each step uses DataRaptor Extract Actions to retrieve Salesforce data. However, the OmniScript is reaching performance limitations, and the development team warns that they may begin hitting Governor limits.



Which two suggestions should the consultant propose to address this concern?

Choose 2 answers

- A. Replace the DataRaptor Extracts with DataRaptor Turbo Extracts
- B. Add Limit filter in DataRaptor Extract
- C. Combine the DataRaptors into an Integration Procedure
- D. Add Order By filter in DataRaptor Extract

**Correct Answer: A, C**

**Section:**

**Explanation:**

To improve the performance and avoid hitting Governor limits, the consultant should replace the DataRaptor Extracts with DataRaptor Turbo Extracts and combine them into an Integration Procedure. DataRaptor Turbo Extracts are optimized for speed and efficiency, and can retrieve large amounts of data without using SOQL queries. An Integration Procedure can execute multiple DataRaptor actions in one call, reducing the number of requests and processing time

#### QUESTION 19

How many levels deep can reusable OmniScripts be nested?

- A. 2
- B. 5
- C. Unlimited
- D. 1

**Correct Answer: D**

**Section:**

**Explanation:**

Reusable OmniScripts are OmniScripts that can be embedded within other OmniScripts to create modular and reusable components. They can be nested up to unlimited levels deep, as long as there are no circular references or conflicts between the parent and child OmniScripts.

The other options are not correct because:

2: This is too low and does not reflect the full potential of reusable OmniScripts.

5: This is also too low and does not reflect the full potential of reusable OmniScripts.

1: This is incorrect and does not make sense, as reusable OmniScripts are meant to be nested within other OmniScripts.

#### QUESTION 20

A company needs to create a new quote estimation process for its services team. This process involves multi; steps. The user needs to enter a variable number of rows of data in order to calculate the correct final price f the quote. The data that needs to be entered in each row includes:

\* Service category

\* Number of hours

\* Hourly rate

The number of hours should be multiplied with the hourly rate to calculate the total for each row.

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers

- A. Edit Block
- B. Multi-select
- C. Formula
- D. Step
- E. Input Block



**Correct Answer: A, C, E**

**Section:**

**Explanation:**

To create a new quote estimation process that involves multiple steps and a variable number of rows of data, the consultant should recommend the following OmniScript elements:

**Edit Block:** This is an element that allows the user to add, edit, or delete multiple rows of data in a table-like format. It can be used to capture the service category, number of hours, and hourly rate for each row.

**Formula:** This is an element that allows the user to perform calculations on data using mathematical expressions. It can be used to calculate the total for each row by multiplying the number of hours with the hourly rate.

**Input Block:** This is an element that allows the user to enter data using various input types, such as text, number, date, picklist, etc. It can be used to display the formula result for each row and the final price for the quote.

The elements that are not suitable for this scenario are:

**Multi-select:** This is an element that allows the user to select multiple options from a list. It is not relevant for this scenario, as the user needs to enter data in each row, not select from predefined options.

**Step:** This is an element that organizes the OmniScript into one or more pages. It is not relevant for this scenario, as it does not capture or display any data.

#### QUESTION 21

A consultant must design a 360 view of the customer. The business requirements are:

\* A header card with account information (name, account number, next billing date, invoice method)

\* A list of related contacts (first name, last name, phone)

\* All the open cases related to the account (subject, priority, SLA)

An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to the different sections available at a glance.

Which two FlexCard features should the consultant recommend to improve the user experience?

Choose 2 answers

- A. Use a Datatable element
- B. Use a Block Element with the Collapse property enabled
- C. Use a Zone Template
- D. Use a Custom Style to adjust height and width

**Correct Answer: B, C**

**Section:**

**Explanation:**

To improve the user experience, the consultant should use a Block Element with the Collapse property enabled and a Zone Template. A Block Element with the Collapse property enabled allows the user to expand or collapse a section of the FlexCard, which is useful for displaying a list of related records. A Zone Template allows the consultant to define the layout and style of the FlexCard, such as the number of columns, rows, and margins

#### QUESTION 22

Which three of the following are functions of a Text Block element in OmniScript?

Choose 3 answers

- A. Error conditions
- B. User input fields
- C. Links or images
- D. Text formatting
- E. Table formatting

**Correct Answer: C, D, E**

**Section:**

**Explanation:**

A Text Block element in OmniScript can perform three functions: display links or images, apply text formatting, and format tables. A Text Block element can use HTML tags to create hyperlinks or embed images in the OmniScript. It can also use CSS properties to style the text, such as font size, color, alignment, etc. Additionally, a Text Block element can use HTML table tags to create and format tables in the OmniScript

#### QUESTION 23



A business needs to create a FlexCard to display open cases for an account. The cases should display different depending on their priority.

\* Low or Medium priority cases should display case data and an Update Account Info action.

\* High priority cases should include a red border, an alert notification, and an Escalate action.

What is the most efficient way to meet these requirements?

- A. Create a FlexCard with two card states. Use conditions on the state to filter for priority.
- B. Create a FlexCard with one card state. Use conditions on the fields and actions to filter for priority.
- C. Create two FlexCards with one card state each. Use conditions on the states to filter for priority.
- D. Create two FlexCards, one for Low / Medium priority cases and another for High priority cases.

**Correct Answer: A**

**Section:**

**Explanation:**

The most efficient way to meet the requirements is to create a FlexCard with two card states. A card state defines how a FlexCard displays data and actions based on certain conditions. The consultant can use conditions on the state to filter for priority, and then customize the fields and actions for each state. This way, the FlexCard can display different information and options for low/medium and high priority cases

#### QUESTION 24

When designing OmniStudio solutions, what are two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts?

Choose 2 answers

- A. They future-proof your front-end design.
- B. They can retrieve Salesforce data from multiple objects faster.
- C. They combine multiple actions into a single server call.
- D. They enable better usability in digital interactions.

**Correct Answer: A, C**

**Section:**

**Explanation:**

The two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts are: they future-proof your front-end design and they combine multiple actions into a single server call. An Integration Procedure can abstract the data source from the front-end design, making it easier to change or update the data source without affecting the FlexCard or OmniScript. An Integration Procedure can also execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services in one call, reducing the number of requests and processing time

#### QUESTION 25

A business wants to create an OmniScript that allows call center agents to schedule field service appointments with customers. The process needs to retrieve available appointment dates from an external system via a REST API and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation should display with rich text and images.

Which three OmniScript elements should be used to meet these requirements?

Choose 3 answers

- A. Text Block
- B. HTTP Action
- C. Text Area
- D. Select
- E. Multi-select

**Correct Answer: A, B, D**

**Section:**

**Explanation:**

The three OmniScript elements that should be used to meet the requirements are: Text Block, HTTP Action, and Select. A Text Block element can display rich text and images using HTML tags in the OmniScript. An HTTP Action



element can invoke a REST API and store the response in a JSON object. A Select element can display a dropdown list of options for the user to choose from

#### QUESTION 26

A company needs to create an OmniScript with three steps.

- \* Step 1
- \* Step 2
- \* Step 3

Enter customer details

Select a product

Display a price retrieved from a REST API

The product's price should automatically display in Step 3.

What should the consultant add to the design of the OmniScript to meet these requirements?

- A. DataRaptor Post Action between Step 2 and Step 3
- B. Integration Procedure Action between Step 2 and Step 3
- C. DataRaptor Post Action inside Step 2
- D. Integration Procedure Action inside Step 3

**Correct Answer: D**

**Section:**

**Explanation:**

The consultant should add an Integration Procedure Action inside Step 3 to meet the requirements. An Integration Procedure Action can execute an Integration Procedure that invokes a REST API and retrieves the product price. The Integration Procedure Action can be configured to run automatically when Step 3 is loaded, and display the price in a field or label element

#### QUESTION 27

An existing OmniScript used to capture and update customer information displays the following information on the same page:

- \* Name
- \* Age
- \* Street
- \* Last name
- \* Postal code
- \* Gender
- \* State
- \* Phone
- \* City
- \* Country
- \* Email

Users report that the information displays in no specific order. Users experience errors when filling the information because it is not categorized. The process fails after submission because the mandatory fields are blank. How can the consultant improve the user experience of the OmniScript?

- A. Use a template for each category and add custom code for the required validation
- B. Use a Section to break the information and Headline to the title and a required icon in the input
- C. Use a Visualforce Page with the categories, labels, and the required validation
- D. Use Block elements to group and required property checked in some of the inputs

**Correct Answer: B**

**Section:**

**Explanation:**

The consultant can improve the user experience of the OmniScript by using a Section element to break the information and a Headline element to add the title and a required icon in the input. A Section element can group

related fields and elements in a logical way, making it easier for the user to navigate and fill the information. A Headline element can display a label and an icon for each field, indicating which ones are mandatory. This way, the OmniScript can display the information in a specific order and prevent errors and failures

#### QUESTION 28

A telecommunications company wants to create a 360 view of their customers, including all customer install products grouped by service address. During the discovery phase of the project, the consultant identifies that installed products can have 4 different statuses. Agents complete different processes, depending on status of installed product. The consultant creates an inventory of all statuses and processes as shown below.

\* Status = Active

o Pay bill

o Review usage

o Cancel service

\* Status = Suspended

o Pay bill

o Reconnect service

o Cancel service

\* Status = Pending installation

o Set up billing

o Schedule installation

o Cancel installation

\* Status = Canceled

o Reconnect service o Cancel service

\* Status = Pending installation

o Set up billing

o Schedule installation

o Cancel installation

\* Status = Canceled

o Pay bill

o Disconnect service

o Reconnect service

Which two FlexCard features should the consultant use to meet these requirements?

Choose 2 answers

A. States

B. OmniStudio Action

C. Custom Style

D. Flyout

**Correct Answer: A, B**

**Section:**

**Explanation:**

The two FlexCard features that the consultant should use to meet these requirements are States and OmniStudio Action. A State is a condition that determines how a FlexCard displays data and actions based on certain criteria. The consultant can use States to filter the installed products by their status and display different fields and actions accordingly. An OmniStudio Action is a button that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can use OmniStudio Actions to enable the agents to complete different processes for each installed product, such as pay bill, cancel service, etc

#### QUESTION 29

A business needs a 360 view of their accounts, including a FlexCard to display all of the products sold to the account. The business identified 20 different data elements and 10 actions that users would need when view the product information. Once all of the elements are collected together on the FlexCard, it looks cluttered.

Which two FlexCard features should the consultant recommend to address this issue?

Choose 2 answers



- A. Use a table or chart to display data
- B. Use a flyout action to display additional information
- C. Use a condition to hide data unless specific criteria are met
- D. Put specific fields in a collapsible block

**Correct Answer: B, D**

**Section:**

**Explanation:**

The two FlexCard features that the consultant should recommend to address this issue are Flyout and Block elements. A Flyout is a pop-up window that can display additional information or actions for a FlexCard. The consultant can use a Flyout to show more details or options for each product without cluttering the main FlexCard. A Block element is a container that can group related fields and elements in a FlexCard. The consultant can use a Block element with the Collapse property enabled to allow the user to expand or collapse a section of the FlexCard, such as specific fields or actions

### QUESTION 30

A company has a requirement to create a 360 view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains 5 child FlexCards inside the state of the parent FlexCard.

How many different data sources can be configured using FlexCards in this scenario?

- A. 2
- B. 6
- C. 5
- D. 1

**Correct Answer: B**

**Section:**

**Explanation:**

The number of different data sources that can be configured using FlexCards in this scenario is 6. A FlexCard can have one data source per state, and a state can have multiple child FlexCards, each with its own data source. Therefore, the parent FlexCard can have one data source for its state, and each of the 5 child FlexCards can have a different data source, making a total of 6 data sources

### QUESTION 31

A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual pages using OmniScript. The consultant reviews the process and sees in the first step, the user reviews data and, then enters additional information. In the next step, the process retrieves data from an external system.

In this scenario, which OmniStudio data tool should the consultant recommend?

- A. DataRaptor Turbo
- B. Calculation Procedure
- C. Integration Procedure
- D. DataRaptor Extract

**Correct Answer: C**

**Section:**

**Explanation:**

The OmniStudio data tool that the consultant should recommend in this scenario is an Integration Procedure. An Integration Procedure can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. In this case, the Integration Procedure can retrieve data from an external system via a REST API and store it in a JSON object for the OmniScript to display

### QUESTION 32

What is the purpose of the Messaging element in OmniScript?

- A. Display a custom styled message



- B. Send email/text to users based on logical conditions
- C. Trigger an event to external data sources based on logical conditions
- D. Display a warning to users based on logical conditions

**Correct Answer: D**

**Section:**

**Explanation:**

The purpose of the Messaging element in OmniScript is to display a warning to users based on logical conditions. A Messaging element can show a message with an icon and a color, such as red for error or green for success. The message can be configured to appear or disappear based on certain criteria, such as field values or user actions

### QUESTION 33

An insurance company decides to use calculation procedures and matrices to calculate premium costs for new Insurance policies. Prices change very frequently, resulting in multiple copies of the rating or pricing tables. What is an advantage of calculation procedures that the consultant should highlight in this scenario?

- A. Allows aggregate functions
- B. Allows text concatenation using algebraic operators
- C. Allows multiple versions that will execute based on when the request is made
- D. Allows AI integration to calculate next best offer using policy attributes

**Correct Answer: C**

**Section:**

**Explanation:**

An advantage of calculation procedures that the consultant should highlight in this scenario is that they allow multiple versions that will execute based on when the request is made. A calculation procedure can have different versions with different effective dates, which determine when they are active or inactive. This way, the calculation procedure can use different rating or pricing tables depending on the date of the request, and handle frequent changes in prices

### QUESTION 34

A business has a requirement to display cases in a console for service agents. Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

- A. Conditional View
- B. Flyouts
- C. State
- D. Styling

**Correct Answer: A**

**Section:**

**Explanation:**

The FlexCard functionality that can be used to meet this requirement is Conditional View. A Conditional View is a property that determines whether a FlexCard element, such as a field or an action, is visible or hidden based on certain conditions. The consultant can use a Conditional View to show or hide the reopen case action based on the status of the case

### QUESTION 35

In which two scenarios should a DataRaptor be used?

Choose 2 answers

- A. To retrieve an account and its related contacts
- B. To retrieve today's financial news

- C. To send an SMS alert to the user when a process completes
- D. To merge the city and state fields into a single field

**Correct Answer: A, D**

**Section:**

**Explanation:**

The two scenarios where a DataRaptor should be used are: to retrieve an account and its related contacts, and to merge the city and state fields into a single field. A DataRaptor is a tool that can read, transform, and write data from Salesforce objects or JSON objects. A DataRaptor Extract can retrieve data from one or more Salesforce objects using SOQL queries, and store it in an Interface object or a JSON object. A DataRaptor Transform can map data from one Interface object or JSON object to another, and apply formulas and functions to transform the data. For example, a DataRaptor Transform can concatenate two fields into one using the + operator

#### QUESTION 36

A company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take.

Based on the user analysis exhibit shown below, which three actions should appear on the card?

Choose 3 answers

- A. Verify a transaction
- B. Request higher limit
- C. View credit score history
- D. View statements
- E. Make a payment

**Correct Answer: A, B, E**

**Section:**

**Explanation:**

Based on the user analysis exhibit, the three actions that should appear on the card are: verify a transaction, request higher limit, and make a payment. These actions have the highest frequency and importance scores among the six actions listed. The other actions, such as view credit score history, view statements, and view rewards, have lower frequency and importance scores, and can be accessed through other means

#### QUESTION 37

A customer needs to create an OmniScript to capture payment information. In the first step of the process, the user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment type should display with a different icon. The process should check to see if the customer has any saved payment information of that type, and if there is, no further action is required. If there is no saved payment information then the user should be allowed to enter the information, and the process should save it.

Which three OmniScript elements should be used to meet these requirements?

Choose 3 answers

- A. DataRaptor Transform Action
- B. Select
- C. DataRaptor Extract Action
- D. Radio
- E. DataRaptor Post Action

**Correct Answer: B, D, E**

**Section:**

**Explanation:**

The three OmniScript elements that should be used to meet these requirements are: Select, DataRaptor Extract Action, and DataRaptor Post Action. A Select element can display a dropdown list of options for the user to choose from, such as payment type. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as saved payment information, and store it in an Interface object or a JSON object. A DataRaptor Post Action can write data to a Salesforce object, such as new payment information, and perform insert or update operations

#### QUESTION 38



Which OmniScript element can be used to retrieve data from more than one source?

- A. Calculation Action
- B. Integration Procedure Action
- C. DataRaptor Extract Action
- D. Matrix Action

**Correct Answer: B**

**Section:**

**Explanation:**

The OmniScript element that can be used to retrieve data from more than one source is Integration Procedure Action. An Integration Procedure Action can execute an Integration Procedure that can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the Integration Procedure Action can retrieve data from different sources, such as Salesforce objects or external systems, and store it in a JSON object for the OmniScript to display

#### QUESTION 39

What is the purpose of a DataRaptor Load?

- A. Write data to Salesforce objects
- B. Post data to Salesforce APIs
- C. Load data to an Interface object
- D. Send data to a PDF template

**Correct Answer: A**

**Section:**

**Explanation:**

The purpose of a DataRaptor Load is to write data to Salesforce objects. A DataRaptor Load can map data from an Interface object or a JSON object to one or more Salesforce objects, and perform insert, update, upsert, or delete operations. A DataRaptor Load can also use formulas and functions to transform the data before writing it to Salesforce

#### QUESTION 40

A company has a requirement to create a 360 view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?

- A. Enables easier global styling changes
- B. Allows multiple data sources to be used
- C. Enables the FlexCard to be used on a community page
- D. Allows conditional views with the Toggle element on each child card

**Correct Answer: B**

**Section:**

**Explanation:**

The advantage of embedding multiple child cards in this scenario is that it allows multiple data sources to be used. A child card can have its own data source independent of the parent card or other child cards. This way, the consultant can use different data sources for each child card, such as Salesforce objects or external systems, and display them in one FlexCard canvas

#### QUESTION 41

An insurance company wants to create an OmniScript that allows the user to review and change account number such as phone number and website. In this process, the following functionality is needed:

- \* Enter the company's website
- \* Enter the account phone number



\* Each field should display on a separate line of the page

Which three elements should the consultant include in the OmniScript design solution?

Choose 3 answers

- A. Number
- B. Text Area
- C. Telephone
- D. Line Break
- E. Text

**Correct Answer: C, D, E**

**Section:**

**Explanation:**

The three elements that the consultant should include in the OmniScript design solution are: Telephone, Line Break, and Text. A Telephone element can display a field for the user to enter a phone number, with validation and formatting options. A Line Break element can insert a line break between two elements, making them display on separate lines. A Text element can display a field for the user to enter text, such as a website URL

