Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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NEW QUESTION 1
A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:
• Allow the user to select one or more energy products from a list
• Get current energy usage data from an external system via an API
• Save the data back to Salesforce as a lead
Which three OmniScript elements should the consultant recommend to meet these requirements? Choose 3 answers

A. DataRaptor Post Action
B. Multi-select Input
C. Post to Object Action
D. Radio Input
E. HTTP Action

Answer: ABE

NEW QUESTION 2
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

Answer: CDE

NEW QUESTION 3
A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a recommend to improve performance and address users concerns
Which feature should the consultant recommend to improve performance and address users concerns?

A. Try Catch
B. Batch jobs
C. Chaining
D. Conditions

Answer: C

NEW QUESTION 4
A company has an OmniScript that allows agents to schedule service calls. The first step displays the account name, primary contact name, and telephone number to the user for confirmation. On the second step, it displays available appointment slots, which are retrieved from an external service in XML and then transformed into JSON. The following actions are currently used in the OmniScript:
• DataRaptor Extract Action
• HTTP Action
• DataRaptor Transform Action
Following best practices, what can the consultant recommend to reduce processing time?

A. Combine these actions into an Integration Procedure
B. Change DataRaptors to extract single objects
C. Add conditional views to the OmniScript
D. Add reusable OmniScripts for each step

Answer: A

NEW QUESTION 5
A company plans to use OmniScript to digitally transform Its business. During the discovery phase of the project the team reviews all of the business processes including the Individual steps of each process. As a result of analysis, it is clear that many processes need to update contact data at different points in the process. What solution should the consultant recommend to efficiently meet these requirements?

A. Create an Integration Procedure to update contact data with "Chain On Step" enabled and invoke it from all OmniScripts.
B. Create an OmniScript that uses the reusable property to update contact data and embed it In other OmniScripts.
C. Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
D. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

Answer: B

NEW QUESTION 6
In an Integration Procedure, what group element will control whether an individual action executes?

A. Conditional Block
B. Cache Block
C. Try-Catch Block
D. Loop Block

Answer: A

NEW QUESTION 7
A company has a process that requires a birthday validation. At the beginning of the process, the user is asked to input their birthday. If the user is less than 18 years old. then the process should display an error stating that the age cannot be less than 18. The process should restrict users from continuing. If the user is 18 or older, then the process should proceed without any error message.
Which two OmniScript features should the consultant recommend to meet this validation requirement? Choose 2 answers

A. Calculation
B. Messaging
C. Alert
D. Formula

Answer: BD

NEW QUESTION 8
A company has account Information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes a reused in other parts of the business.
Which three OmniStudio tools are needed to meet these requirements? Choose 3 answers

A. FlexCards
B. Flyouts
C. OmniStudio Actions
D. Navigate Actions
E. Omni Script

Answer: ACE

NEW QUESTION 9
A business wants to display customer 360° information in a console for their call center agents. The customer information will come from a variety of sources, and the information should be grouped together logically. The agents will need to take different actions depending on the context of each group of information.
Which tool should a consultant recommend to meet this requirement?

A. Omniscript
B. Lightning web components
C. Visualforce Page
D. FlexCards

Answer: B

NEW QUESTION 10
Agents for an insurance company need to know the current and past weather conditions when creating claims customers. The consultant implements a FlexCard for weather conditions in the console to ensure the agents h access to the information. The FlexCard needs to provide fields extracted from a weather API and 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

Answer: D

NEW QUESTION 10
Which element allows a user to retrieve data from a single field and display it in a dropdown list?

A. Calculation Action
B. DataRaptor Extract Action
C. Lookup
D. Select

Answer: C

NEW QUESTION 11
A business requires a solution to generate an event {platform event) using account information. All the event information is related to the customer and is stored in Salesforce.
Using an Integration Procedure, which two actions are necessary to design this solution? Choose 2 answers

A. HTTP
B. Response
C. DataRaptor Post
D. DataRaptor Extract

Answer: CD

NEW QUESTION 14
A business implements a simple OmniScript in their call center that allows agents to quickly create a case when on the phone with customers. The OmniScript has been running successfully in the call center for over a year. The business decides it wants to allow partners to create cases directly from their Community portal.

What is the most efficient solution that the consultant can propose to meet this new requirement?

A. Deploy the existing OmniScript to the Community portal using OmniOut.
B. Embed the existing OmniScript as a reusable component within a new Community OmniScript.
C. Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.
D. Duplicate the existing OmniScript and deploy the new script on the website.

Answer: B

NEW QUESTION 18
In which two cases should an integration procedure be used as a data source for FlexCards and OmniScripts, Choose 2 answers

A. To achieve elastic scaling
B. To retrieve multiple data sources in a single response
C. To minimize the number of elements to be configured
D. To separate the user interface from changes in the data sources

Answer: BD

NEW QUESTION 19
A business has the following requirements:
• To display cases for an account
• The user should see all of the cases on the canvas
• The user should be able to create a new case from the canvas The consultant decides to use states to enable this functionality.
Which type of state should the consultant recommend to allow users to create a new case from the canvas?

A. Active Card State
B. Blank Card State
C. Edit Mode State
D. New Card State

Answer: A

NEW QUESTION 23
A company uses calculation procedures to determine product pricing. Due to the company's pricing schedules, there is always more than one calculation procedure active at one time for a given date.
In this scenario, how will the calculation engine select which calculation procedure to run?

A. Date modified
B. Priority
C. Sequence
D. Date created

Answer: B

NEW QUESTION 27
which Action element redirects the user outside an LWC OmniScript?

A. Response
B. Done
C. Post to Object
D. Navigate

Answer: D

NEW QUESTION 32
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. Datatables
E. Newport Design System

Answer: ABC

NEW QUESTION 35
What business problem does DataRaptor solve?

A. It removes the need to code data mappings for data transformations.
B. It allows developers to create complex API queries declaratively.
C. It combines multiple steps and processes into a single server call.
D. It guides humans through a complex business process.

Answer: A

NEW QUESTION 38
A company needs to create a quoting process for its internal agents. During quoting, the agent selects a product and specifies the grade (A, B. C, D. E) and the size (Small Medium, Large, X-large). The process should look up the unit price using the product code, the grade, size, and then multiplies the unit price by a discount factor.
Which two OmniStudio tools should the consultant recommend to meet these requirements? Choose 2 answers

A. Calculation Matrix
B. DataRaptor Transform
C. DataRaptor Extract
D. Calculation Procedure

Answer: AC

NEW QUESTION 39
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

Answer: A

NEW QUESTION 40
Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile number, and email. None of the contact information on first step is required.
On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the bmust says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer's email address.
What should the consultant recommend to meet this requirement?

A. Add a Set Errors element
B. Add a DataRaptor to retrieve the email address
C. Add a Validation Rule to the Contact object
D. Add a Conditional View to the last step

Answer: A

NEW QUESTION 45
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