

# OMNISTUDIO-CONSULTANT<sup>Q&As</sup>

Salesforce Certified OmniStudio Consultant

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## QUESTION 1

A business plans to implement new tools for their call center agents to increase efficiency and improve customer experience. The business needs to reduce new agent ramp-up time. During the discovery phase of the project, the business identifies the following requirements for the project:

Easy access to frequent processes At a glance"; dashboards of customer information Lists of customer bills, which are stored on an external system

Which two FlexCard benefits should the consultant highlight when presenting a proposed solution? Choose 2 answers

- A. Guide users through complex processes
- B. Display different actions based on context
- C. Allow customers to enter bill payment information
- D. Display a 360° view of the customer

Correct Answer: BD

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## 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

Correct Answer: CDE

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## QUESTION 3

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

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#### QUESTION 4

A health provider company is building a new application for its medical officers. The company wants to display medical test reports for patients. Medical test reports is a custom object, related to the Patients object. For e

Approve Print for Review Send for Retest

Which OmniStudio tools should the consultant use to design a solution to meet these requirements?

- A. Salesforce list view with custom buttons/links
- B. Multiple FlexCards with single action
- C. OmniScript with multiple Step elements
- D. Single FlexCard with multiple actions

Correct Answer: D

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#### QUESTION 5

A business wants to add typeahead functionality to an existing OmniScript. The business wants the user to begin entering the name of a contact in Salesforce. and allow the user to select the contact once it has found a match. Once the contact has been selected, the OmniScript should retrieve the contact's email address for use in a later step of the process.

What data source is needed when using the TypeAhead element?

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

Correct Answer: D

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