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QUESTION 1

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

QUESTION 2

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

Correct Answer: D

QUESTION 3

A company needs to create multiple guided processes on their public website. The processes need to be style using the corporate branding kit. The corporate branding kit Includes guidance on colors, fonts, and icons. In addition, the website that the process will be deployed to has a style guide that dictates the format for radio buttons, slide bars, and other user interface elements. The company wants both the corporate branding kit at the website\\'s style guide to be globally implemented in these new processes.

Which three OmniStudio features and tools should the consultant recommend to meet these requirements? Choose 3 answers

A. OmniScript

B. Custom Styles

C. OmnlOut

D. Newport Design System

E. FlexCards

Correct Answer: ABD

QUESTION 4

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

QUESTION 5

Which of the following is a key difference between Integration Procedures and DataRaptors?

A. DataRaptors can access data from external sources.

B. DataRaptors can invoke multiple actions in a single server call.

C. Integration Procedures can access data from external sources.

D. Integration Procedures can retrieve data from multiple related objects.

Correct Answer: C

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