

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

Salesforce Certified OmniStudio Consultant

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## QUESTION 1

A company wants to create a new customer buying journey for their website. The buying journey should include the following functionality:

Allow the user to enter contact and address information  
Require the user to enter age, gender, and optionally income bracket  
Compute a discount percentage per product based on the customer data provided  
Save the list of suggested products including discounts

Which three OmniStudio tools should the consultant use to design a solution that meets these requirements? Choose 3 answers

- A. OmniScript
- B. Integration Procedures
- C. Calculation Procedures and Matrices
- D. FlexCard
- E. OmniStudio Action

Correct Answer: ABC

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## QUESTION 2

A business wants to create an OmniScript that allows call center agents to schedule field service appointment 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: ABD

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## QUESTION 3

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

Correct Answer: CD

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#### QUESTION 4

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 5

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a very long-running process that makes users impatient.

Which feature should the consultant recommend to improve performance and address users' concerns?

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

Correct Answer: C

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#### QUESTION 6

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 7

A customer needs to create an OmniScript to capture payment Information. In the first step of the process, it user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment t 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 informatic 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: CDE

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## QUESTION 8

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.

Correct Answer: A

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## QUESTION 9

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

Correct Answer: C

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## QUESTION 10

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: ACD

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## QUESTION 11

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: BD

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## QUESTION 12

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

Correct Answer: BD

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## QUESTION 13

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

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## QUESTION 14

A company needs to generate invoices when contracts reach an approved status. Users should initiate the invoice generation process from the contract page, but the option should not appear until the contract reaches the approved status. After the invoice is generated, it should be sent to the customer for signature.

What three tools should be used in the solution the consultant recommends to meet these requirements? Choose 3 answers

- A. OmniScript
- B. Interaction Launcher
- C. FlexCards
- D. OmniStudio Action

E. DataRaptor

Correct Answer: ACE

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## QUESTION 15

A business needs to display installed products for field service technicians on service calls using a mobile device. The installed product information must be summarized so the technician can see key details at a glance. How the technician also needs to sometimes access a list of past service dates for each product.

Which two FlexCards features should the consultant recommend to meet this requirement? Choose 2 answers.

- A. Use flyouts
- B. Use card states
- C. Enable the Responsive property
- D. Customize the styling

Correct Answer: AC

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