

# Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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#### NEW QUESTION 1

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

**Answer:** AC

#### NEW QUESTION 2

A business wants to create a FlexCard for mobile plans to add to their Customer 360° console application. The FlexCard needs to include the following actions:

- Start a process to retrieve plan consumption data
- Create a new case
- Open a promotions web page
- Change the SIM card

which combination should the consultant use in designing the solution?

- A. Custom Event and Redirect URL
- B. OmniScript and Navigate
- C. Event, Navigate and Card
- D. Flyout and OmniScript

**Answer:** B

#### NEW QUESTION 3

Which OmniStudio tool can be used to invoke scheduled jobs?

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

**Answer:** A

#### NEW QUESTION 4

A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps. Which OmniScript feature should the consultant recommend to meet this requirement?

- A. User Roles
- B. Conditional Views
- C. Script Configuration
- D. Script Profiles

**Answer:** B

#### NEW QUESTION 5

A company has designed a process that extracts a large amount of data from a Salesforce object. Due to the volume of data that will be retrieved, it is important that Governor limits are not exceeded.

What solution should the consultant recommend?

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

**Answer:** D

#### NEW QUESTION 6

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 7

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

**Answer:** C

#### NEW QUESTION 8

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

**Answer:** ADE

#### NEW QUESTION 9

A company needs to create a process that allows call center admins to retrieve all open cases that have a case type of "network issue" and submit the case data "as-is" to a back office system for validation in batch on a daily basis. Once the cases have been submitted, the process should trigger an email to the supervisor.

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

- A. DataRaptor Turbo Extract
- B. OmniScript
- C. FlexCard
- D. Integration Procedure
- E. DataRaptor Load

**Answer:** ABD

#### NEW QUESTION 10

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 have 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 14

which of the following are Integration Procedure Actions?

- A. Email
- B. OmniScript
- C. PDF
- D. TypeAhead

**Answer:** A

#### NEW QUESTION 18

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

**Answer:** D

#### NEW QUESTION 19

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 viewing the product information. Once all of the elements were collected together on the FlexCard, it looked cluttered.

What FlexCard feature should the consultant recommend to address this issue?

- A. Zones
- B. States
- C. Actions
- D. Flyouts

**Answer:** D

#### NEW QUESTION 22

A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet.

Which data source should the team use to make progress on the design?

- A. DataRaptor
- B. Apex REST
- C. Integration Procedures
- D. Apex Remote

**Answer:** C

#### NEW QUESTION 26

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

**Answer:** BDE

#### NEW QUESTION 31

When a customer calls to report a product issue, agents need to check all open cases related to that product to see if there are any solutions that can resolve the customer's issue. Products that have been purchased are stored as assets, and there is a lookup relationship from case to asset that allows cases to be linked to the products customers have purchased.

What type of DataRaptor can be used to retrieve a list of cases filtered by the customer's asset and the last service date of the asset?

- A. DataRaptor Turbo
- B. DataRaptor Extract
- C. DataRaptor Load
- D. DataRaptor Transform

**Answer:** B

#### NEW QUESTION 35

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 39

which Action element redirects the user outside an LWC OmniScript?

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

**Answer:** D

#### NEW QUESTION 42

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

**Answer:** C

#### NEW QUESTION 44

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 45

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 50

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three st to capture 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

**Answer:** BC

#### NEW QUESTION 55

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

**Answer:** A

#### NEW QUESTION 57

A company needs to create some boundaries for their sales teams regarding the minimum and maximum discounts that can be applied to their orders. The discount thresholds are set using adjustments such as 5%, 10%, 15%, 20%, 25%, and 30%. The minimum adjustment and the maximum adjustment are determined by their region and their customer lifetime score.

Which two OmniStudio tools should the consultant recommend to meet these requirements' Choose 2 answers

- A. OmniStudio Action
- B. Calculation Procedure
- C. Calculation Matrix
- D. DataRaptor Transform

**Answer:** BC

#### NEW QUESTION 62

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

**Answer:** C

#### NEW QUESTION 65

A business implements several OmniScripts and requests a design review to identify possible improvements. During the review, the consultant notices that each OmniScript needs to update address data, but each OmniScript collects the information differently using different labels and input elements.

What can the consultant recommend to improve these OmniScripts?

- A. Create new versions of the OmniScripts to collect the address information.
- B. Create a reusable OmniScript to update address information.
- C. Use a DataRaptor Transform to standardize the data format.
- D. Add an address typeahead element to all the OmniScripts.

**Answer:** B

#### NEW QUESTION 70

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