

# Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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#### NEW QUESTION 1

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 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 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 4

A consultant designs a FlexCard with five card states following best practices. Four of the card states have a condition.

At runtime, if two of the states' condition are true, which state will be displayed?

- A. The first state with the highest priority closest to the top of the canvas
- B. The state closest to the top of the canvas
- C. The first state with a true condition closest to the top of the canvas
- D. The state with a true condition that has the highest priority

**Answer:** A

#### NEW QUESTION 5

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 6

In which two scenarios should a DataRaptor be used? Choose 2 answers

- A. To retrieve an account and its related contacts
- B. To retrieve today's financial news
- C. To send an SMS alert to the user when a process completes
- D. To merge the city and state fields into a single field

**Answer:** AD

#### NEW QUESTION 7

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 8

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 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 has been experiencing a downturn in customer satisfaction due to billing Issues. The business learn that when customers are allowed to schedule an inquiry call with an agent, customer satisfaction improves.

For this reason, the business decides to create an OmniScript that asks the customer to rate their customer satisfaction using a 1-5 rating scale. If the customer satisfaction is less than 2, it should allow the customer to request a call back on a certain date and then create a case that includes a list of bills from an external system the last 5 months in the case description.

In what order should the consultant design the elements of the OmniScript to meet these requirements?

- A. Radio Input, Date Input, HTTP Action, DataRaptor Post Action
- B. Date Input, Radio Input, HTTP Action, DataRaptor Post Action
- C. HTTP Action, DataRaptor Post Action, Date Input, Radio Input
- D. HTTP Action, Radio Input, Date Input, DataRaptor Post Action

**Answer:** A

#### NEW QUESTION 10

A company needs to create a new quote estimation process for its services team. This process involves multiple steps. The user needs to enter a variable number of rows of data in order to calculate the correct final price for 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

**Answer:** ACD

#### NEW QUESTION 13

When a call center agent interacts with a customer, the agent must have all of the customer's related information available for a quick response. The business requires the agent to have access to:

- A view with information about a customer account
- A list of contacts and cases associated with the account
- All information should be on one screen

What OmniStudio tool should be used to meet this requirement?

- A. Customer IntellView
- B. Lightning Record Page
- C. OmniScript
- D. FlexCards

**Answer:** D

#### NEW QUESTION 14

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

**Answer:** D

#### NEW QUESTION 17

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

**Answer:** BD

#### NEW QUESTION 18

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 21

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

**Answer:** ABD

#### NEW QUESTION 23

A business has a requirement to display an account and all of the associated contacts on a page. The number contacts will vary for each account. For each contact, the page should display first name, last name, email, at phone number with options to edit the contact information or send a message. The primary contact for an a should be highlighted with a blue border.

Which two FlexCards features should the consultant recommend to meet these requirements? Choose 2 answers

- A. Datatable
- B. Flyouts
- C. States
- D. Repeat Block

**Answer:** AC

#### NEW QUESTION 26

Which OmniScript element can be used to retrieve data from more than one source?

- A. Calculation Action

- B. Integration Procedure Action
- C. DataRaptor Extract Action
- D. Matrix Action

**Answer:** B

#### NEW QUESTION 28

A company needs an OmniScript to allow customers to order products and services from their website. After the order is submitted, the customer should be able to download a PDF summary of the order.

What type of DataRaptor should the consultant recommend to meet this requirement?

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

**Answer:** D

#### NEW QUESTION 30

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 32

A healthcare company wants to enable its subscribers to add, edit, or delete dependents related to their policy via their Community portal. The project team decides to use OmniStudio tools to provide this functionality.

In this scenario, which two OmniStudio features should the consultant recommend? Choose 2 answers

- A. Datatable
- B. Remote Action
- C. Response Action
- D. Edit Block

**Answer:** CD

#### NEW QUESTION 33

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

**Answer:** CDE

#### NEW QUESTION 38

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 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 43

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 48

A company wants to create a guided process for their customers. The process needs to retrieve data from Salesforce as well as external systems, and the steps of the process will branch depending on input from the user. Users will complete the process in a single session.

How should the consultant design the solution to meet these requirements?

- A. FlexCards and Integration Procedures
- B. FlexCards and DataRaptors
- C. OmniScripts and Integration Procedures
- D. OmniScripts and DataRaptors

**Answer:** C

#### NEW QUESTION 49

Which three use cases should be implemented using Calculation Procedures & Matrices? Choose 3 answers

- A. Use a house's address, size, and age of the building to determine an insurance premium.
- B. Use rules to determine eligible insurance products based on a house's address and age of the building.
- C. Use location and past usage to determine the monthly cost for an energy product.
- D. Use the product color and capacity to determine the price of a product.
- E. Use risk factors for an insured item to determine different insurance product options.

**Answer:** CDE

#### NEW QUESTION 50

Which three functions are performed by Action elements in OmniScript? Choose 3 answers

- A. Display error messages to the user
- B. Get and update data through APIs
- C. Organize data into multiple pages
- D. Send DocuSign emails for signature
- E. Get and update data in Salesforce

**Answer:** BDE

#### NEW QUESTION 51

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 53

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 agent must say 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 55

A business is creating a new OmniScript that will allow agents to launch a guided selling process from an account detail page. The consultant reviews the initial design proposed for the OmniScript and sees that the process ^ the following steps:

- Step 1: Enter account name to retrieve account information
- Step 2: Review and edit account information
- Step 3: Select products
- Step 4: Enter payment information

Following best practices, what suggestion should the consultant make to improve the design?

- A. Remove Step 1 and prefill the account information automatically.
- B. Divide Step 2 into two steps, so each task is distinct.
- C. Use an Edit Block in Step 4 to enter payment information.
- D. Use Multi-select elements in Step 3 for the product list.

**Answer:** A

#### NEW QUESTION 60

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