Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

NEW QUESTION 1
A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:
• Allow the user to select one or more energy products from a list
• Get current energy usage data from an external system via an API
• Save the data back to Salesforce as a lead
Which three OmniScript elements should the consultant recommend to meet these requirements? Choose 3 answers

A. DataRaptor Post Action
B. Multi-select Input
C. Post to Object Action
D. Radio Input
E. HTTP Action

Answer: ABE

NEW QUESTION 2
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

Answer: A

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
An OmniScript saves data to Salesforce and to an external system. What OmniScript element could save all this data?

A. HTTP Action
B. Integration Procedure Action
C. DataRaptor Post Action
D. DataRaptor Transform Action

Answer: B

NEW QUESTION 5
When designing OmniStudio solutions, what are two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts?
Choose 2 answers

A. They future-proof your front end design.
B. They can retrieve Salesforce data from multiple objects faster.
C. They combine multiple actions into a single server call.
D. They enable better usability in digital interactions.

Answer: BC

NEW QUESTION 6
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 7

A company plans to use OmniScript to digitally transform Its business. During the discovery phase of the project the team reviews all of the business processes including the Individual steps of each process. As a result of analysis, it is clear that many processes need to update contact data at different points in the process. What solution should the consultant recommend to efficiently meet these requirements?

A. Create an Integration Procedure to update contact data with "Chain On Step" enabled and invoke it from all OmniScripts.
B. Create an OmniScript that uses the reusable property to update contact data and embed it In other OmniScripts.
C. Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
D. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

Answer: B

NEW QUESTION 8
How many levels deep can reusable OmniScripts be nested?

A. 2
B. 5
C. Unlimited
D. 1

Answer: D

NEW QUESTION 9
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 10
Which OmniStudio tool creates a Chatter post and sends to a Chatter feed?

A. DataRaptor Load
B. Integration Procedure
C. Calculation Procedure
D. FlexCards

Answer: B

NEW QUESTION 10
A business has been experiencing a downturn in customer satisfaction due to billing Issues. The business lear 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 t request a call back on a certain date and then create a case that includes a list of bills from an external syste 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 14
A company has account Information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes a reused in other parts of the business.
Which three OmniStudio tools are needed to meet these requirements? Choose 3 answers

A. FlexCards
B. Flyouts
C. OmniStudio Actions
D. Navigate Actions
E. Omni Script

Answer: ACE

NEW QUESTION 15
An investment portfolio manager wants to build a console to display:
• Client information
• Profile attributes
• Investment instrument information

There are more than 20 profile attributes. Each investment instrument has 15 fields of information to display. The fields should be grouped logically.
How should the consultant design a solution to meet the requirements?

A. • A header FlexCard for client information with a Flyout for profile attributes• Child FlexCards for investment instruments with a Flyout for additional information
B. • A header FlexCard for client information and profile attributes• FlexCards for investment instrument information
C. • An OmniScript with a Step for client information• Block Elements for investment instruments
D. • A header FlexCard for client information and profile attributes• Child FlexCards for investment instruments with a Flyout for additional information

Answer: C

NEW QUESTION 18
A company is beginning their first project using Calculation Procedures & Matrices. The developers on the tea are concerned about learning the new tool and how they will test their calculation procedures. The consultant recommends that they use the built-in simulator.
In this scenario, what benefit should the consultant highlight to the developer team?

A. It aggregates data elements that have been calculated separately.
B. It verifies data types in the algebraic calculations of the calculation procedure.
C. It generates sample input and output JSON that can be easily used to build DataRaptors.
D. It allows developers to create what-if calculations.

Answer: C

NEW QUESTION 22
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

Answer: D

NEW QUESTION 24
Which element allows a user to retrieve data from a single field and display it in a dropdown list?

A. Calculation Action
B. DataRaptor Extract Action
C. Lookup
D. Select

Answer: C

NEW QUESTION 29
which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 30
A business process needs to perform a multi-step calculation on each contact record in a list.
Using an Integration Procedure to process the list, what feature can be used to meet this requirement?

A. Loop Block
B. Batch Action
C. Conditional Block
D. DataRaptor Transform Action

Answer: A

NEW QUESTION 34
Which OmniStudio tool is optimized for performance and minimizes configuration time?

A. Integration Procedure
B. DataRaptor Extract
C. DataRaptor Turbo Extract
D. Calculation Procedure

Answer: C

NEW QUESTION 38
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 39
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

Answer: BD

NEW QUESTION 42
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 44
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 48
The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. Th consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sal processes: change of plan, new sale, and loyalty. The user will select the type of sale at the beginning of the interaction, and then the OmniScript will branch into either change of plan, new sales, or loyalty processes. E process will contain multiple decision points for the user.
Following best practices, what should the consultant recommend to improve the planned design of this OmniScript?

A. Pass the process type as an input parameter.
B. Add more conditional views to branch the OmniScript into logical sections.
C. Add more Step elements to create shorter pages.
D. Create a specific OmniScript for each business process.

Answer: B

NEW QUESTION 53
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

Answer: CDE

NEW QUESTION 58
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 60
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 65
A consultant must design a 360 view of the customer. The business requirements are:
• A header card with account information (name, account number, next billing date, invoice method)
• A list of related contacts (first name, last name, phone)
• All the open cases related to the account (subject, priority, SLA)
An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to the different sections available at a glance.
Which two FlexCard features should the consultant recommend to improve the user experience?
Choose 2 answers

A. Use a Datatable element
B. Use a Block Element with the Collapse property enabled
C. Use a Zone Template
D. Use a Custom Style to adjust height and width

Answer: AB

NEW QUESTION 70
A company implements an integration procedure that is invoked from an OmniScript. The integration procedL 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

Answer: C

NEW QUESTION 75
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 77
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

Answer: ACE

NEW QUESTION 82
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 86
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.

Answer: C

NEW QUESTION 88
An Insurance agency wants to enable its call center agents to be more efficient when handling customer inqul…. After analyzing patterns In the call logs, the agency discovers that one of the top customer requests is to find total insurance premiums paid as well as the difference year over year. Agents need to relay this information the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.
What three OmniScrlpts elements should be used to meet the requirements? Choose 3 answers

A. DataRaptor Extract Action
B. Email Action
C. DataRaptor Post Action
D. Messaging Element
E. Calculation Action

Answer: ABE

NEW QUESTION 91
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 92
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 bmust says 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 93
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 98
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