

# Salesforce

## Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)



#### 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

A company begins a project to unify its customer data across the enterprise. After completing the discovery and analysis phases of the project, the project team recommends FlexCards as the primary solution. The stakeholders of the project are excited to move forward with this recommendation. However, IT is concerned that creating FlexCards will require custom coding and advanced technical skills they do not have on their team.

Which two features should the consultant highlight to address IT's concerns? Choose 2 answers

- A. The FlexCard Wizard
- B. Lightning web components used in FlexCards
- C. Newport Design System used in FlexCards
- D. The FlexCard Designer

**Answer: CD**

#### NEW QUESTION 3

What is the purpose of Step elements in OmniScript?

- A. Allows the user to input data
- B. Groups elements that extract data
- C. Enables the use of repeatable blocks
- D. Organizes the script into one or more pages

**Answer: D**

#### NEW QUESTION 4

A business wants to create a reusable OmniScript to capture customer payment information during the order process. The business decides that the first step of the payment process should include:

- Payment type (credit card or bank account)
- Payment amount

Which two elements should the consultant recommend for this step of the process? Choose 2 answers

- A. Number
- B. Radio
- C. Multi-select
- D. Currency

**Answer: BD**

#### NEW QUESTION 5

Which two functions can be performed by DataRaptors? Choose 2 answers

- A. Transform data
- B. Combine requests into a single response
- C. Read and write data to external systems
- D. Read and write data to Salesforce

**Answer: AD**

#### NEW QUESTION 6

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 7

A consultant needs to design an OmniScript to capture the following information:

- Select one payment method from a list of options
- Enter the address information with autocomplete
- Enter a phone number

Which OmniScript elements should be used to capture this information?

- A. Radio, TypeAhead, and Telephone
- B. Multi-Select
- C. Address, and Telephone
- D. Checkbox, Geolocation, and Number
- E. Select, TypeAhead, and Number

**Answer: A**

#### NEW QUESTION 8

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 each patient, the company needs to list each medical test report including the report name, date requested, and date generated. From each medical test report, the user should be able to take the following actions:

- 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

**Answer: D**

#### NEW QUESTION 9

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 multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?

- A. Enables easier global styling changes
- B. Allows multiple data sources to be used
- C. Enables the FlexCard to be used on a Community page
- D. Allows conditional views with the Toggle element on each child card

**Answer: B**

#### NEW QUESTION 10

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 10

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 11

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 12

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 14

How many levels deep can reusable OmniScripts be nested?

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

**Answer:** D

#### NEW QUESTION 16

A company has an existing OmniScript that gathers customer information. User feedback suggests that the current process requires too much typing because all the data is entered into input text fields. The users also are concerned because there is no validation in the data that is entered, and users can sometimes enter data that contains errors. The required inputs are first name, last name, age, and email, users are also presented a brief questionnaire regarding customer satisfaction.

Which three input elements can the consultant recommend to improve usability and to provide validation? Choose 3 answers

- A. Headline
- B. Radio Group
- C. Email
- D. Text Area
- E. Range

**Answer:** BCD

#### NEW QUESTION 20

A business plans to implement new tools for their call center agents to increase efficiency and improve customer experience. The business needs to reduce new agent ramp-up time. During the discovery phase of the project, the business identifies the following requirements for the project:

- Easy access to frequent processes
- "At a glance" dashboards of customer information
- Lists of customer bills, which are stored on an external system

Which two FlexCard benefits should the consultant highlight when presenting a proposed solution? Choose 2 answers

- A. Guide users through complex processes
- B. Display different actions based on context
- C. Allow customers to enter bill payment information
- D. Display a 360° view of the customer

**Answer:** BD

#### NEW QUESTION 23

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 24

An auto insurance company has different rates for each state in the country. The company needs to manage the rates separately, but the formula to calculate the premiums is the same. All the input and output are the same; only the values in the rating tables differ.

Which OmniStudio tool should the consultant recommend to meet this requirement?

- A. DataRaptor Transform with an interface Map
- B. Aggregation Steps in a Calculation Procedure
- C. Class-based Calculation Procedure
- D. Grouped Calculation Matrix

**Answer:** D

#### NEW QUESTION 29

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 34**

A company has an existing OmniScript running in production. The business decides additional customer information is needed and wants to add more questions to the process.

What is the most efficient approach that the consultant can recommend to the business to meet this requirement?

- A. Add a new Step element with Input elements
- B. Add an LWC component
- C. Add an Input Action to a Step
- D. Add an embedded FlexCard

**Answer: A**

**NEW QUESTION 38**

A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 more actions to the existing FlexCard. All 8 actions are equally important and used with the same frequency. The business wants to display the name and icon for each action. However, when reviewing the existing design, the consultant notices that the FlexCard is overloaded with actions.

What FlexCard design solution should the consultant recommend?

- A. Add a menu element and include all the actions
- B. Create a new contact FlexCard for the new actions
- C. Add a flyout to the existing FlexCard
- D. Use a block element to add these new actions

**Answer: A**

**NEW QUESTION 43**

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 48**

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 51**

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 52**

In OmniScript, how can pages or groups of fields be controlled based on the choices made by the user?

- A. Add Cancel and Save options for the user
- B. Create child OmniScripts for branched flow
- C. Use the Conditional View property on a Step or Block element
- D. Use the Radio Input property for a Step or Block element

**Answer:** C

#### NEW QUESTION 54

which two of the following use cases are best solved using Calculation Procedures & Matrices? Choose 2 answers

- A. To apply the correct factor when determining a cost
- B. To return output that is calculated differently based on the date
- C. To determine the list of products to display to a customer
- D. To retrieve text data and convert it to an integer

**Answer:** AB

#### NEW QUESTION 55

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 56

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 59

A consultant has a project with the following requirement: "Agents need to follow a standard customer greeting script in order to ensure brand consistency."

Which OmniScript element should the consultant recommend to ensure the agents can see and follow these standard scripts?

- A. Input Block
- B. Text Area
- C. Headline
- D. Step

**Answer:** C

#### NEW QUESTION 61

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 have 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 66

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 69**

When a customer calls to add a new primary contact to their account, call center agents need to complete a contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer. Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF?

- A. OmniStudio Action
- B. Integration Procedure
- C. DataRaptor
- D. Calculation Procedure

**Answer:** C

**NEW QUESTION 71**

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 72**

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