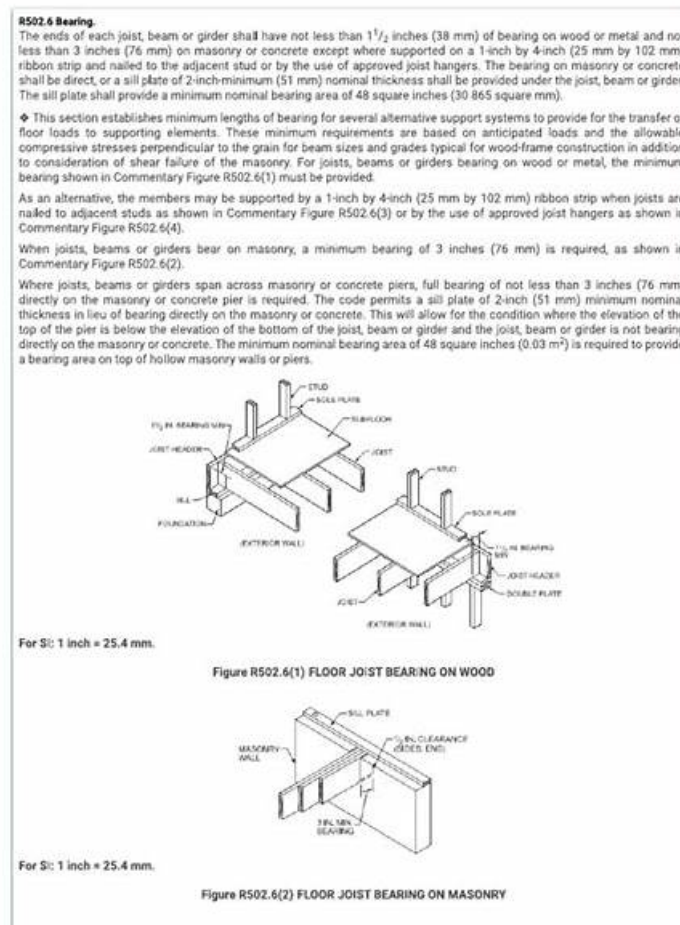


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Salesforce Certified Omnistudio Consultant Sample Questions (Q121-Q126):

NEW QUESTION # 121

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. OmniStudio Action
- C. Interaction Launcher
- D. FlexCards
- E. DataRaptor

Answer: A,B,E

Explanation:

The three tools that should be used in the solution are OmniScript, OmniStudio Action, and DataRaptor.

OmniScript can be used to create a user interface for generating invoices from contracts. OmniStudio Action can be used to conditionally display the invoice generation option on the contract page based on the contract status. DataRaptor can be used to read, transform, and write data between Salesforce and external systems.

Interaction Launcher is not needed for this scenario, as it is used to launch interactions from other applications. FlexCards are not relevant for this scenario, as they are used to display contextual data on record pages.

NEW QUESTION # 122

A consultant has a project with the following requirement: "Agents need to follow a standard customer greeti... 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. Step
- B. Text Area
- C. Headline
- D. Input Block

Answer: C

Explanation:

The consultant should recommend using a Headline element to ensure the agents can see and follow these standard scripts. A Headline element can display a text message with an icon and a color, such as blue for information or yellow for warning. The

consultant can use a Headline element to show the customer greeting script in the OmniScript, and instruct the agents to read it aloud

NEW QUESTION # 123

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. DataRaptor Post Action
- E. Radio

Answer: B,D,E

Explanation:

The three OmniScript elements that should be used to meet these requirements are: Select, DataRaptor Extract Action, and DataRaptor Post Action. A Select element can display a dropdown list of options for the user to choose from, such as payment type. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as saved payment information, and store it in an Interface object or a JSON object. A DataRaptor Post Action can write data to a Salesforce object, such as new payment information, and perform insert or update operations

NEW QUESTION # 124

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

Answer: B,D

Explanation:

The two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts are: they future-proof your front-end design and they combine multiple actions into a single server call. An Integration Procedure can abstract the data source from the front-end design, making it easier to change or update the data source without affecting the FlexCard or OmniScript. An Integration Procedure can also execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services in one call, reducing the number of requests and processing time

NEW QUESTION # 125

A Salesforce Omnistudio Consultant is tasked with creating an Omniscript for a client's customer service process. The consultant wants to integrate Salesforce Knowledge into the Omniscript.

What is one way the consultant can configure an Omniscript to search for Salesforce Knowledge articles?

- **A. Based on dynamic inputs from Omniscript fields**
- B. Using a simple search ..
- C. Using a complex search algorithm
- D. Based on static values set up during configuration

Answer: A

Explanation:

* Based on dynamic inputs from OmniScript fields (C) - The best way to integrate Salesforce Knowledge with an OmniScript is to dynamically retrieve articles based on user inputs.

* A DataRaptor Extract or Integration Procedure can fetch Knowledge Articles based on values entered in the OmniScript fields (e.g., case type, keywords).

* A. Using a simple search - While a simple search is possible, OmniScripts allow for dynamic queries based on user input, making them more flexible.

* B. Using a complex search algorithm - OmniStudio does not have a complex search algorithm feature built into OmniScripts.

* D. Based on static values set up during configuration - Using static values would not allow for dynamic filtering based on user inputs.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

* OmniScript Integration with Salesforce Knowledge

* Using DataRaptors to Fetch Knowledge Articles

NEW QUESTION # 126

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