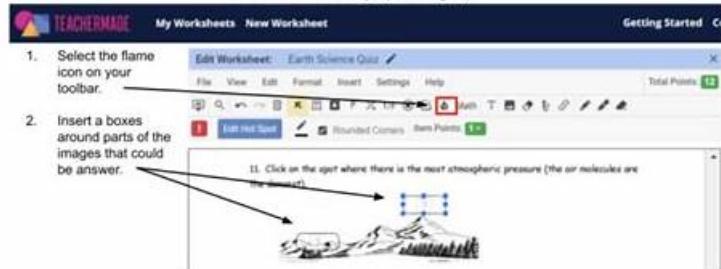


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Salesforce Certified Omnistudio Consultant Sample Questions (Q99-Q104):

NEW QUESTION # 99

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. Event
- B. Navigate
- C. URL
- D. Redirect

Answer: B

Explanation:

The type of action that the consultant should recommend to meet this new requirement is Navigate. A Navigate action is a button or a link that can redirect the user to another web page or URL. The consultant can use a Navigate action to add a new action to the FlexCards that redirects users to an external web page.

NEW QUESTION # 100

A business wants to create an OmniScript that allows call center agents to schedule field service appointments with customers. The process needs to retrieve available appointment dates from an external system via a REST API and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation should display with rich text and images.

Which three OmniScript elements should be used to meet these requirements?

Choose 3 answers

- A. Text Area
- B. Text Block
- C. Select
- D. Multi-select
- E. HTTP Action

Answer: B,C,E

Explanation:

The three OmniScript elements that should be used to meet the requirements are: Text Block, HTTP Action, and Select. A Text Block element can display rich text and images using HTML tags in the OmniScript. An HTTP Action element can invoke a REST API and store the response in a JSON object. A Select element can display a dropdown list of options for the user to choose from

NEW QUESTION # 101

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: B,D

Explanation:

The two OmniScript features that the consultant should recommend to meet this validation requirement are:

Messaging and Formula. A Messaging element is an element that 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 Messaging element to display an error message stating that the age cannot be less than 18 if the user's birthday indicates they are under 18 years old. A Formula element is an element that can perform calculations or validations on data values using expressions or functions. The consultant can use a Formula element to validate the user's birthday by subtracting it from the current date and checking if the result is greater than or equal to 18 years

NEW QUESTION # 102

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

Answer: A

Explanation:

The combination that the consultant should use in designing the solution is OmniScript and Navigate. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to display the mobile plans for the Customer 360° console application. A Navigate action is a button or a link that can redirect the user to another web page or URL. The consultant can use Navigate actions to add the following actions to the FlexCard: start a process to retrieve plan consumption

data, create a new case, open a promotions web page, and change the SIM card

NEW QUESTION # 103

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. Newport Design System
- C. Custom Styles
- D. Menu elements
- E. Data tables

Answer: A,C,E

Explanation:

FlexCards are used to display contextual customer information in a compact and customizable way. They can also provide access to related processes or actions. In this scenario, the features that the consultant should recommend are:

* Actions: These are buttons or links that can launch OmniScripts, DataRaptors, or other processes from the FlexCard. They can help the users to perform tasks related to the customer information displayed on the FlexCard.

* Custom Styles: These are CSS classes that can be applied to the FlexCard elements to match the company's color scheme and fonts. They can help the users to have a consistent and branded user interface.

* Data Tables: These are elements that can display tabular data from one or more data sources on the FlexCard. They can help the users to see relevant data in a structured and sortable way.

The features that the consultant should not recommend are:

* Menu Elements: These are elements that can display a list of options or submenus on the FlexCard.

They are not suitable for this scenario because they do not provide access to processes or actions, but only to other FlexCards or pages.

* Newport Design System: This is a design system that provides a set of predefined styles and components for OmniStudio applications. It is not suitable for this scenario because it does not match the company's color scheme and fonts, and it may require additional customization.

NEW QUESTION # 104

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