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## Salesforce Certified Omnistudio Consultant Sample Questions (Q94-Q99):

### NEW QUESTION # 94

Which OmniScript element retrieves Salesforce data that is then returned in Value/Label pairs and becomes available for selection in a dropdown list?

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

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement is to identify an OmniScript element that retrieves Salesforce data, formats it as Value/Label pairs, and makes it available for selection in a dropdown list. In Salesforce OmniStudio, the Select element is explicitly designed for this purpose, making it the correct answer.

Here's why D. Select is the correct answer:

\* **Functionality of the Select Element:** The Select element in OmniScript creates a dropdown list (or similar UI control) that allows users to choose from a set of options. It can retrieve Salesforce data directly and present it as Value/Label pairs, where the "Value" is the underlying data (e.g., a picklist value's API name or a record ID) and the "Label" is the user-friendly display text (e.g., the picklist label or a record name). The Select element supports three option source types:

\* **Manual:** Hardcoded options entered by the designer.

\* **SObject:** Retrieves options dynamically from a Salesforce object field, such as a picklist or a query result.

\* **Custom:** Uses Apex or other custom logic for advanced scenarios. When configured with the

"SObject" option source, the Select element queries Salesforce data (e.g., picklist values from a field like Industry on Account) and returns it as Value/Label pairs for the dropdown.

\* **How It Works:**

\* In the OmniScript Designer, you set the Select element's "Option Source" to "SObject" and specify the object (e.g., Case) and field (e.g., Reason). The element then pulls all active picklist values from that field (e.g., Value: Billing, Label: "Billing Issue") and populates the dropdown.

\* Alternatively, it can use a DataRaptor Extract to fetch a list of records (e.g., SELECT Id, Name FROM Account), where Id becomes the Value and Name becomes the Label. The retrieved data is automatically formatted as Value/Label pairs for user selection.

\* **Meeting the Requirement:** The Select element both retrieves Salesforce data (via direct SObject access or a DataRaptor) and presents it in a dropdown, fulfilling the question's criteria perfectly.

Now, let's examine why the other options are incorrect:

\* **A. Lookup:** The Lookup element in OmniScript allows users to search for and select a Salesforce record (e.g., finding an Account by typing its name). While it retrieves Salesforce data and displays a list of matching records, it's designed for record selection, not for presenting a predefined set of Value/Label pairs in a dropdown. The Lookup element returns a selected record's ID and optionally other fields, but it doesn't natively format data as a dropdown list of Value/Label pairs—it's more interactive and search-driven.

\* **B. Calculation Action:** A Calculation Action performs computations or data manipulations within an OmniScript (e.g., adding numbers or setting variables). It doesn't retrieve Salesforce data on its own (that's the role of a DataRaptor) nor does it present data in a UI component like a dropdown. It's a backend action, not a user-facing element, so it doesn't meet the requirement.

\* **C. DataRaptor Extract Action:** This option (likely a typo for "DataRaptor Extract Action" given the OmniStudio context) refers to an OmniScript action that uses a DataRaptor Extract to retrieve Salesforce data. While it can fetch data and potentially structure it as Value/Label pairs (if the DataRaptor is configured to query a picklist field or map Id and Name), it's not an "element" that displays a dropdown—it's an action that supplies data to other elements (like Select). The Select element uses this data, but the DataRaptor Extract Action itself doesn't render the UI.

**Key Distinction:**

The Select element is the only option listed that is both an OmniScript element (a UI component) and capable of retrieving Salesforce data (either directly or via a DataRaptor) to populate a dropdown with Value/Label pairs. Other tools like DataRaptors support the process, but Select is the end-point for display and interaction.

**References:**

\* **Salesforce OmniStudio Documentation: OmniScript Elements Reference** - Details the Select element's ability to retrieve Salesforce data as Value/Label pairs for dropdowns.

\* **Salesforce OmniStudio Developer Guide: Select Element Configuration** - Explains SObject and DataRaptor integration for populating options.

\* **Salesforce Help: OmniScript Designer** - Describes how Select differs from Lookup and actions like Calculation or DataRaptor Extract.

## NEW QUESTION # 95

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

**Answer: D**

**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 # 96

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. Edit Block
- C. Remote Action
- D. Response Action

**Answer: B,D**

Explanation:

The two OmniScript features that the consultant should recommend are Response Action and Edit Block. A Response Action is an action that can save or submit data from an OmniScript to a Salesforce object or an external system. The consultant can use a Response Action to allow the user to add, edit, or delete dependents related to their policy via their Community portal. An Edit Block is an element that can display a list of records for the user to view, edit, or delete, using an OmniScript or an Integration Procedure. The consultant can use an Edit Block to display the dependents related to the policy, and allow the user to modify them

### NEW QUESTION # 97

A company needs to implement new verification processes for contacts in their org. This process relies on three Contact record types: Recruiter, Candidate, and Trainer. The verification process is different for each type of contact. For example, recruiters must pass a background check; trainers must complete mandatory training classes, and candidates must achieve certifications.

Which OmniStudio tools should the consultant recommend to meet these requirements?

- A. Single FlexCard with an Action to invoke an OmniScript
- B. Specific FlexCards with Actions for each type of Contact
- C. Single OmniStudio Action that invokes separate Omniscritps
- D. Multiple OmniStudio Actions that invoke separate OmniScripts

**Answer: D**

Explanation:

The OmniStudio tools that should be recommended to meet these requirements are single OmniStudio Action that invokes separate Omniscritps. OmniStudio Action can be used to conditionally launch different Omniscritps based on the record type of the contact. Omniscritps can be used to implement the verification processes for each type of contact. Specific FlexCards with Actions for each type of Contact would require creating redundant FlexCards and Actions for each record type. Multiple OmniStudio Actions that invoke separate Omniscritps would require creating redundant Actions for each record type. Single FlexCard with an Action to invoke an Omniscritp would not allow for different verification processes based on the record type.

### NEW QUESTION # 98

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

**Answer: A,C,E**

Explanation:

The three input elements that can be recommended to improve usability and provide validation are Radio Group, Email, and Range. Radio Group allows the user to select one option from a list of values, which reduces typing and ensures valid input. Email validates that the input is a valid email address format. Range allows the user to select a numeric value within a specified range using a slider, which reduces typing and ensures valid input. Headline is not an input element, but a display element that shows text in large font size.

Text Area is not suitable for this scenario, as it allows the user to enter multiple lines of text without validation.

## NEW QUESTION # 99

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