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Salesforce Certified Omnistudio Consultant Sample Questions (Q42-Q47):

NEW QUESTION # 42

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. Duplicate the existing OmniScript and deploy the new script on the website.
- B. **Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.**
- C. Embed the existing OmniScript as a reusable component within a new Community OmniScript.
- D. Deploy the existing OmniScript to the Community portal using OmniOut.

Answer: B

Explanation:

The most efficient solution is to clone the existing OmniScript to a new LWC OmniScript and deploy it to the Community portal. LWC OmniScripts are designed for web-based interactions and can be easily embedded in any web page. OmniOut is not a tool for deploying OmniScripts, but a feature that allows users to export data from an OmniScript. Embedding the existing OmniScript as a reusable component within a new Community OmniScript would require creating an unnecessary wrapper script. Duplicating the existing OmniScript would create redundant code and maintenance issues.

NEW QUESTION # 43

When a customer wants to buy a new device, a discounted rate can be applied after considering the number lines and internet coverage on their current plan.

Which OmniStudio tool could a consultant recommend to get the discounted rate?

- A. DataRaptor Transform
- B. OmniStudio Action
- **C. Calculation Matrices**
- D. DataRaptor Turbo

Answer: C

Explanation:

The OmniStudio tool that the consultant should recommend to get the discounted rate is Calculation Matrices. A Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values. The consultant can use a Calculation Matrix to define the input variables, such as number of lines and internet coverage, and the output values, such as discounted rate. The Calculation Matrix can then apply rules and formulas to calculate the discounted rate for each combination of input variables.

NEW QUESTION # 44

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 a reusable OmniScript to update address information.**
- B. Add an address typeahead element to all the OmniScripts.
- C. Use a DataRaptor Transform to standardize the data format.
- D. Create new versions of the OmniScripts to collect the address information.

Answer: A

Explanation:

The consultant can recommend creating a reusable OmniScript to update address information. A reusable OmniScript is an OmniScript that can be embedded in another OmniScript as a sub-process. This way, the consultant can create one OmniScript that

collects the address information in a consistent way using the same labels and input elements, and then use it in multiple OmniScripts that need to update address information.

This will improve the design and maintenance of the OmniScripts.

NEW QUESTION # 45

Which two functions can be performed by DataRaptors?

Choose 2 answers

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

Answer: A,D

Explanation:

DataRaptors are OmniStudio data tools that can perform various functions on data, such as reading, writing, transforming, and validating. They can work with Salesforce data and external data sources. The two functions that can be performed by DataRaptors are:

* Transform data: DataRaptors can use transformation rules to manipulate data, such as changing the format, applying calculations, mapping values, etc.

* Read and write data to Salesforce: DataRaptors can use SOQL or SOSL queries to read data from Salesforce objects and fields, and use DML operations to insert, update, delete, or upsert data to Salesforce.

The functions that cannot be performed by DataRaptors are:

* Combine requests into a single response: DataRaptors cannot aggregate multiple requests from different sources into one response. This can be done using Integration Procedures, which can orchestrate multiple DataRaptors or REST calls into a single process.

* Read and write data to external systems: DataRaptors cannot directly access external systems or APIs.

They need to use Integration Procedures or REST elements to invoke external services and pass the data to or from DataRaptors.

NEW QUESTION # 46

How many levels deep can reusable OmniScripts be nested?

- A. 0
- B. 1
- C. Unlimited
- D. 2

Answer: D

Explanation:

Reusable OmniScripts are OmniScripts that can be embedded within other OmniScripts to create modular and reusable components. They can be nested up to unlimited levels deep, as long as there are no circular references or conflicts between the parent and child OmniScripts.

The other options are not correct because:

* 2: This is too low and does not reflect the full potential of reusable OmniScripts.

* 5: This is also too low and does not reflect the full potential of reusable OmniScripts.

* 1: This is incorrect and does not make sense, as reusable OmniScripts are meant to be nested within other OmniScripts.

NEW QUESTION # 47

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