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Salesforce Certified Omnistudio Consultant Sample Questions (Q31-Q36):

NEW QUESTION # 31

An insurance company decides to implement a sales console for the sales representatives that displays or provide access to customer information. The consultant reviews all the information required and determines that FlexCards would be the best solution

to display part of the required information.

Which two pieces of data should the consultant recommend displaying using FlexCards? Choose 2 answers

- A. Policies including type, issue date, amount
- B. Guided troubleshooting process
- C. Customer name, title, phone, email
- D. Terms and Conditions for each policy

Answer: A,C

Explanation:

The two pieces of data that the consultant should recommend displaying using FlexCards are: Policies including type, issue date, amount and Customer name, title, phone, email. A FlexCard is a tool that can display data and actions in a card format. The consultant can use FlexCards to show important and summary information about the customer and their policies, such as name, title, phone, email, type, issue date, and amount. These pieces of data are suitable for FlexCards because they are concise and relevant for the agents

NEW QUESTION # 32

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 complex search algorithm
- C. Based on static values set up during configuration
- D. Using a simple search ..

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 # 33

Which three of the following are functions of a Text Block element in OmniScript?

Choose 3 answers

- A. Error conditions
- B. Text formatting
- C. Table formatting
- D. User input fields
- E. Links or images

Answer: B,C,E

Explanation:

A Text Block element in OmniScript can perform three functions: display links or images, apply text formatting, and format tables. A Text Block element can use HTML tags to create hyperlinks or embed images in the OmniScript. It can also use CSS properties to style the text, such as font size, color, alignment, etc. Additionally, a Text Block element can use HTML table tags to create and

format tables in the OmniScript

NEW QUESTION # 34

A company needs a guided process for their internal support department that will provide the following functionality:

- * Allow the user to enter their employee id
- * Retrieve name, mobile phone, title, and email using the employee id
- * Display the user's details on a page
- * On another page, allow the user to enter case details, including subject, category, severity, and description Which three elements should the consultant recommend to meet these requirements using an OmniScript?

Choose 3 answers

- A. DataRaptor Extract Action
- B. DataRaptor Post Action
- C. Calculation Action
- D. Messaging
- E. Steps

Answer: A,B,E

Explanation:

The three elements that the consultant should recommend to meet these requirements using an OmniScript are: Messaging, DataRaptor Post Action, and Steps. 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 the user's details on a page. A DataRaptor Post Action is an action that can write data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post Action to save the case details to Salesforce. A Step element is an element that can group related fields and elements in an OmniScript, and display them in a page or a section. The consultant can use multiple Step elements to organize the OmniScript into logical steps, such as entering employee id, displaying user details, and entering case details.

NEW QUESTION # 35

A business has a requirement to display an account and all of the associated contacts on a page. The number of contacts will vary for each account. For each contact, the page should display first name, last name, email, at phone number with options to edit the contact information or send a message. The primary contact for an a should be highlighted with a blue border.

Which two FlexCards features should the consultant recommend to meet these requirements?

Choose 2 answers

- A. Flyouts
- B. States
- C. Data table
- D. Repeat Block

Answer: C,D

Explanation:

The two FlexCard features that the consultant should recommend to meet these requirements are Datatable and Repeat Block. A Datatable element can display a list of records in a tabular format, with columns for each field and rows for each record. The consultant can use a Datatable element to display the contacts for an account, with options to edit or send a message. A Repeat Block element is a container that can display multiple instances of a FlexCard based on a data source. The consultant can use a Repeat Block element to display a FlexCard for each contact, and use a condition to apply a blue border for the primary contact

NEW QUESTION # 36

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