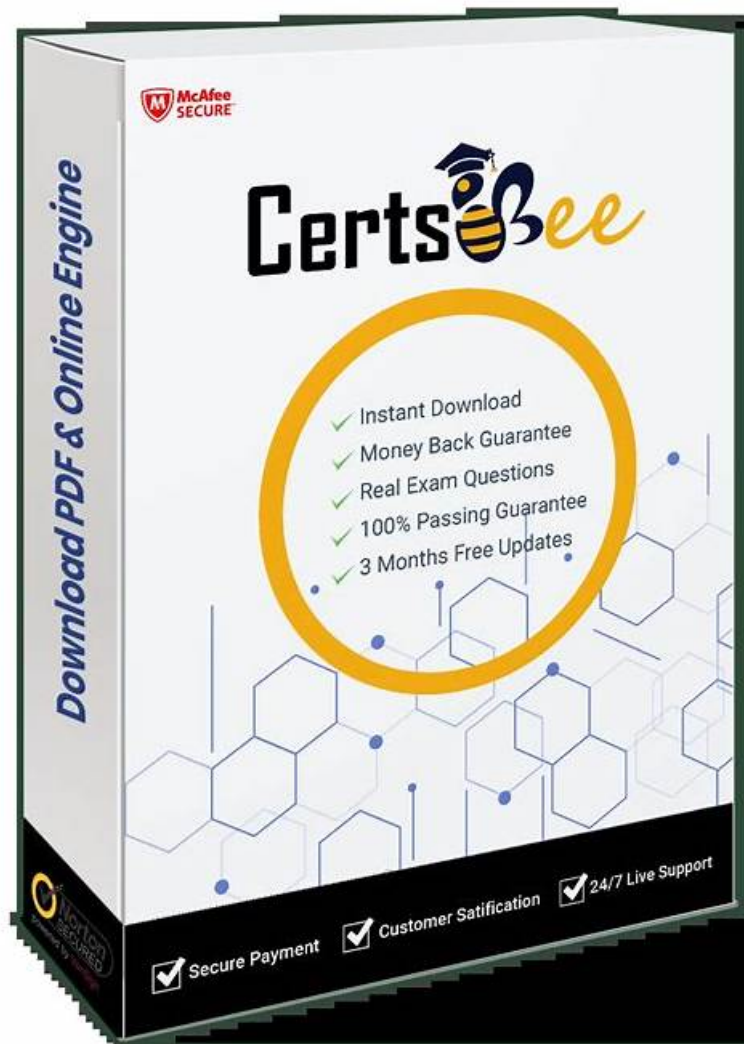


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## Salesforce Certified Omnistudio Consultant Sample Questions (Q111-Q116):

### NEW QUESTION # 111

A company has several customer support departments. Each department has different case creation processes, but they want to unify them into a single LWC OmniScript. During the discovery, the consultant identifies two key requirements:

- \* Each department has different case fields they need to capture
- \* If the user cancels the process, they should return to a support console app

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

Choose 2 answers

- A. Enable the Save for Later feature
- **B. Set Enable Cancel in Setup**
- C. Add a Done action that redirects to the support console
- **D. Use Conditional Views on steps for each department**

**Answer: B,D**

Explanation:

\* Set Enable Cancel in Setup (B) - This ensures that users can cancel the OmniScript process and be redirected to a specific URL (e.g., support console app).

\* Use Conditional Views on steps for each department (C) - Conditional Views allow different fields to be displayed based on department-specific requirements, ensuring that each department only sees the fields relevant to them.

\* A. Enable the Save for Later feature - This allows users to pause and resume the OmniScript later, but the question specifically asks about canceling the process, not saving progress.

\* D. Add a Done action that redirects to the support console - The Done Action is used to submit the process, but the question focuses on handling the cancellation scenario, making "Enable Cancel" the better choice.

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

- \* OmniScript Conditional Views
- \* OmniScript Enable Cancel Option

### NEW QUESTION # 112

A Consultant is working on a project that involves using OmniStudio tools to design solutions that meet customer business requirements. The solutions need to be maintainable, scalable, and contribute to long-term customer success. Which OmniStudio tool should the Consultant use to display data and launch actions?

- A. Integration Procedures
- B. DataRaptors
- C. OmniScripts
- **D. FlexCards**

**Answer: D**

Explanation:

\* FlexCards (B) - FlexCards are designed to display data from Salesforce or external sources and launch actions such as OmniScripts, Integration Procedures, or other system interactions.

\* FlexCards provide a reusable, scalable UI component that aligns with the requirements of maintainability and long-term success.

\* A. OmniScripts - OmniScripts are used for guided interactions but are not meant for displaying static or dynamic data as FlexCards do.

\* C. Integration Procedures - These are used for server-side processing and data transformation, not for directly displaying UI elements.

\* D. DataRaptors - DataRaptors are data extraction and transformation tools but do not display data or launch actions on their own.

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

- \* FlexCards Overview

\* Launching OmniScripts and Actions from FlexCards

### NEW QUESTION # 113

Which OmniScript element can be used to retrieve data from more than one source?

- **A. Integration Procedure Action**
- B. Calculation Action
- C. DataRaptor Extract Action
- D. Matrix Action

**Answer: A**

Explanation:

The OmniScript element that can be used to retrieve data from more than one source is Integration Procedure Action. An Integration Procedure Action can execute an Integration Procedure that can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the Integration Procedure Action can retrieve data from different sources, such as Salesforce objects or external systems, and store it in a JSON object for the OmniScript to display

### NEW QUESTION # 114

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

**Answer: D**

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 # 115

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

**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 # 116

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