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Salesforce Certified Omnistudio Consultant Sample Questions (Q16-Q21):

NEW QUESTION # 16

A company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take.

Based on the user analysis exhibit shown below, which three actions should appear on the card?

Choose 3 answers

- A. Make a payment
- B. Request higher limit
- C. View credit score history
- D. Verify a transaction
- E. View statements

Answer: A,B,D

Explanation:

Based on the user analysis exhibit, the three actions that should appear on the card are: verify a transaction, request higher limit, and make a payment. These actions have the highest frequency and importance scores among the six actions listed. The other actions, such as view credit score history, view statements, and view rewards, have lower frequency and importance scores, and can be accessed through other means

NEW QUESTION # 17

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

- A. Calculation Action
- B. Date Mapper Extract Action
- C. Select
- D. Lookup

Answer: C

Explanation:

Below is the formatted question with a 100% verified answer based on official Salesforce OmniStudio documentation, including a comprehensive explanation and references.

NEW QUESTION # 18

An insurance company wants to create an OmniScript that allows the user to review and change account number such as phone number and website. In this process, the following functionality is needed:

- * Enter the company's website
 - * Enter the account phone number
 - * Each field should display on a separate line of the page
- Which three elements should the consultant include in the OmniScript design solution?

Choose 3 answers

- A. Number
- B. Telephone
- C. Text
- D. Line Break
- E. Text Area

Answer: B,C,D

Explanation:

The three elements that the consultant should include in the OmniScript design solution are: Telephone, Line Break, and Text. A Telephone element can display a field for the user to enter a phone number, with validation and formatting options. A Line Break element can insert a line break between two elements, making them display on separate lines. A Text element can display a field for the user to enter text, such as a website URL

NEW QUESTION # 19

A company has an existing OmniScript running in production. The business decides additional customer information is needed and wants to add more questions to the process.

What is the most efficient approach that the consultant can recommend to the business to meet this requirement?

- A. Add an Input Action to a Step

- B. Add an embedded FlexCard
- C. Add an LWC component
- D. Add a new Step element with Input elements

Answer: D

Explanation:

The most efficient approach that the consultant can recommend to the business to meet this requirement is to add a new Step element with Input elements. A Step element can group related fields and elements in an OmniScript, and display them in a page or a section. An Input element can display a field for the user to enter data, such as text, number, date, etc. The consultant can use a Step element to add a new page or section to the OmniScript, and then use Input elements to collect the additional customer information

NEW QUESTION # 20

In which two cases should an integration procedure be used as a data source for FlexCards and OmniScripts, Choose 2 answers

- A. To separate the user interface from changes in the data sources
- B. To retrieve multiple data sources in a single response
- C. To achieve elastic scaling
- D. To minimize the number of elements to be configured

Answer: A,B

Explanation:

The two cases where an integration procedure should be used as a data source for FlexCards and OmniScripts are: To retrieve multiple data sources in a single response and To separate the user interface from changes in the data sources. An integration procedure is a tool that can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. The consultant can use an integration procedure as a data source for FlexCards and OmniScripts when they need to retrieve data from different sources, such as Salesforce objects or external systems, and store it in a JSON object for display. This way, the integration procedure can provide multiple data sources in a single response, without requiring multiple elements or actions in the FlexCard or OmniScript. The consultant can also use an integration procedure as a data source for FlexCards and OmniScripts when they want to separate the user interface from changes in the data sources. This way, the integration procedure can handle any changes in the data sources without affecting the FlexCard or OmniScript design or configuration.

NEW QUESTION # 21

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