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Salesforce Certified Omnistudio Consultant Sample Questions (Q78-Q83):

NEW QUESTION # 78

Which of the following is a key difference between Integration Procedures and DataRaptors?

- A. DataRaptors can access data from external sources.
- **B. Integration Procedures can access data from external sources.**
- C. DataRaptors can invoke multiple actions in a single server call.
- D. Integration Procedures can retrieve data from multiple related objects.

Answer: B

Explanation:

The key difference between Integration Procedures and DataRaptors is that Integration Procedures can access data from external sources, while DataRaptors can only access data from Salesforce. Integration Procedures allow the designer to create complex API queries declaratively using HTTP Actions or SOAP Actions.

DataRaptors allow the designer to read, transform, and write data between Salesforce objects or fields. Both Integration Procedures and DataRaptors can invoke multiple actions in a single server call, and both can retrieve data from multiple related objects.

NEW QUESTION # 79

A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet.

Which data source should the team use to make progress on the design?

- **A. Integration Procedures**
- B. DataRaptor
- C. Apex Remote
- D. Apex REST

Answer: A

NEW QUESTION # 80

A telecommunications company wants to create a 360° view of their customers, including all customer install products grouped by service address. During the discovery phase of the project, the consultant identifies that installed products can have 4 different statuses. Agents complete different processes, depending on status of installed product. The consultant creates an inventory of all statuses and processes as shown below.

* Status = Active

o Pay bill

o Review usage

o Cancel service

* Status = Suspended

o Pay bill

o Reconnect service

o Cancel service

* Status = Pending installation

o Set up billing

o Schedule installation

o Cancel installation

* Status = Canceled

o Reconnect service o Cancel service

* Status = Pending installation

o Set up billing

o Schedule installation

o Cancel installation

* Status = Canceled

o Pay bill

o Disconnect service

o Reconnect service

Which two FlexCard features should the consultant use to meet these requirements?

Choose 2 answers

- A. Flyout
- **B. OmniStudio Action**

- C. Custom Style
- D. States

Answer: B,D

Explanation:

The two FlexCard features that the consultant should use to meet these requirements are States and OmniStudio Action. A State is a condition that determines how a FlexCard displays data and actions based on certain criteria. The consultant can use States to filter the installed products by their status and display different fields and actions accordingly. An OmniStudio Action is a button that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can use OmniStudio Actions to enable the agents to complete different processes for each installed product, such as pay bill, cancel service, etc

NEW QUESTION # 81

Which element allows a user to retrieve data from a single field and display it in a dropdown list?

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

Answer: A

Explanation:

The element that allows a user to retrieve data from a single field and display it in a dropdown list is Lookup.

Lookup allows the user to search for a value from a Salesforce object or an external system and select it from a list of suggestions.

Calculation Action is used to perform calculations on data. DataRaptor Extract Action is used to retrieve data from multiple fields or records. Select is used to display a list of predefined values.

NEW QUESTION # 82

A Salesforce Omnistudio Consultant is validating an Omniscript they have developed for a client. The client has specific business requirements that the script must meet.

What is the best way for the consultant to ensure that the Omniscript meets the client's business requirements?

- A. Conduct a thorough review of the Omniscript, comparing each step with the client's business requirements.
- B. Ask the client to review the Omniscript with their internal team.
- C. Implement the Omniscript without comparing it with the client's business requirements.
- D. Assume that the Omniscript meets the client's business requirements without conducting a review.

Answer: A

Explanation:

* Conducting a thorough review (C) - The best way to ensure the OmniScript meets the business requirements is to review each step and compare it with the documented requirements.

* This includes validating the data flow, user interactions, and integration points to make sure the script functions as intended.

* A. Implement the OmniScript without comparing it with the client's business requirements - Skipping the review process can lead to errors and misalignment with business needs.

* B. Assume that the OmniScript meets the client's business requirements without conducting a review - This is risky and unprofessional; assumptions should not replace validation.

* D. Ask the client to review the OmniScript with their internal team - While client feedback is important, the consultant must first conduct their own thorough review before involving the client.

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

* OmniScript Best Practices & Validation

* OmniScript Testing & Debugging

NEW QUESTION # 83

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