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Salesforce Certified OmniStudio Consultant Sample Questions (Q95-Q100):

NEW QUESTION # 95

A Salesforce OmniStudio Consultant is tasked with integrating Salesforce Knowledge into an Omniscript to allow users to search and view Salesforce Knowledge Articles.

What must be enabled in the organization for the consultant to activate Knowledge in an Omniscript?

- A. Omniscript Designer
- **B. Salesforce Knowledge**
- C. Salesforce Classic
- D. Salesforce Lightning

Answer: B

Explanation:

- * Salesforce Knowledge (A) must be enabled in the org to allow OmniScripts to retrieve and display Knowledge Articles.
- * Once Salesforce Knowledge is activated, OmniScripts can fetch Knowledge Articles using DataRaptors or Integration Procedures and display search results dynamically based on user inputs.
- * B. OmniScript Designer - This is a tool for building OmniScripts but does not enable Knowledge functionality.
- * C. Salesforce Classic - OmniScripts are designed for Salesforce Lightning, and enabling Classic is not required.
- * D. Salesforce Lightning - While OmniStudio works in Lightning, enabling Salesforce Lightning is not what activates Knowledge in OmniScripts.

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

- * Enabling Salesforce Knowledge
- * Using Salesforce Knowledge in OmniScripts

NEW QUESTION # 96

How should the consultant design the OmniScript solution to allow the user to stop and resume a process at a later time?

- A. Use an Integration Procedure
- B. Configure a ResumeStep
- C. Use a DataRaptor Post Action
- **D. Configure the Save property**

Answer: D

Explanation:

The consultant should design the OmniScript solution using the Save property to allow the user to stop and resume a process at a later time. The Save property is a property that determines whether an OmniScript can be saved as a draft and resumed later from where it was left off. The consultant can enable the Save property on an OmniScript to allow the user to stop and resume a process at a later time, without losing any data or progress.

NEW QUESTION # 97

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. Custom Style
- **B. States**
- **C. OmniStudio Action**
- D. Flyout

Answer: B,C

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 # 98

A business wants to create a FlexCard for mobile plans to add to their Customer 360° console application.
The FlexCard needs to include the following actions:

- * Start a process to retrieve plan consumption data
- * Create a new case
- * Open a promotions web page
- * Change the SIM card

which combination should the consultant use in designing the solution?

- **A. OmniScript and Navigate**
- B. Event, Navigate and Card
- C. Flyout and OmniScript
- D. Custom Event and Redirect URL

Answer: A

Explanation:

The combination that the consultant should use in designing the solution is OmniScript and Navigate. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to display the mobile plans for the Customer 360° console application. A Navigate action is a button or a link that can redirect the user to another web page or URL. The consultant can use Navigate actions to add the following actions to the FlexCard: start a process to retrieve plan consumption data, create a new case, open a promotions web page, and change the SIM card

NEW QUESTION # 99

What is the purpose of Step elements in OmniScript?

- A. Allows the user to input data
- B. Groups elements that extract data
- **C. Organizes the script into one or more pages**
- D. Enables the use of repeatable blocks

Answer: C

Explanation:

Step elements are used to organize the OmniScript into one or more pages. They define the layout, navigation, and visibility of the OmniScript elements. They can also have pre- and post-actions that can execute DataRaptors, Integration Procedures, or other processes before or after the user completes the step.

The other options are not correct because:

* Allows the user to input data: This is not the purpose of Step elements, but of Input elements, such as Text, Number, Date, Picklist, etc.

* Groups elements that extract data: This is not the purpose of Step elements, but of Data Source elements, such as DataRaptor Extract, Integration Procedure Extract, etc.

* Enables the use of repeatable blocks: This is not the purpose of Step elements, but of Repeatable Block elements, which allow the user to add or remove multiple instances of a group of elements.

NEW QUESTION # 100

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