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>> **Learning Plat-Con-201 Mode** <<

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## Salesforce Certified Omnistudio Consultant Sample Questions (Q51-Q56):

### NEW QUESTION # 51

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

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

**Answer: C**

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 # 52

A company has an existing OmniScript that gathers customer information. User feedback suggests that the current process requires too much typing because all the data is entered into input text fields. The users also are concerned because there is no validation in the data that is entered, and users can sometimes enter data that contains errors. The required inputs are first name, last name, age, and email, users are also presented a brief questionnaire regarding customer satisfaction.

Which three input elements can the consultant recommend to improve usability and to provide validation?

Choose 3 answers

- A. Text Area
- B. Headline
- C. Email
- D. Radio Group
- E. Range

**Answer: C,D,E**

Explanation:

The three input elements that can be recommended to improve usability and provide validation are Radio Group, Email, and Range. Radio Group allows the user to select one option from a list of values, which reduces typing and ensures valid input. Email validates that the input is a valid email address format. Range allows the user to select a numeric value within a specified range using a slider, which reduces typing and ensures valid input. Headline is not an input element, but a display element that shows text in large font size.

Text Area is not suitable for this scenario, as it allows the user to enter multiple lines of text without validation.

### NEW QUESTION # 53

In which two scenarios should a DataRaptor be used?

Choose 2 answers

- A. To retrieve an account and its related contacts
- B. To merge the city and state fields into a single field
- C. To send an SMS alert to the user when a process completes
- D. To retrieve today's financial news

**Answer: B,C**

Explanation:

The two scenarios where a DataRaptor should be used are: to retrieve an account and its related contacts, and to merge the city and state fields into a single field. A DataRaptor is a tool that can read, transform, and write data from Salesforce objects or JSON objects. A DataRaptor Extract can retrieve data from one or more Salesforce objects using SOQL queries, and store it in an Interface object or a JSON object. A DataRaptor Transform can map data from one Interface object or JSON object to another, and apply formulas and functions to transform the data. For example, a DataRaptor Transform can concatenate two fields into one using the + operator

### NEW QUESTION # 54

A company is designing a new console for contact center agents to display case data for customers. All cases will be fetched using a single DataRaptor. This page needs to display cases as follows:

\* "Open" cases with case description, case open date, case type, assigned to, and priority fields. Open cases should be highlighted with a red border.

\* "Awaiting Closure" cases with case description, last action taken date, resolution, approval reason for closure, and assigned to fields. These cases should be highlighted with a grey border.

\* "Closed" cases with case description, resolution, case closed date fields with a link to duplicate cases.

How should the consultant design the FlexCard solution to meet these requirements?

- A. Using a single FlexCard with multiple card filters
- B. Using three FlexCards
- C. Using a single FlexCard with three flyouts
- D. Using a single FlexCard with three states

**Answer: D**

#### Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement involves designing a FlexCard solution to display case data fetched by a single DataRaptor, with three distinct categories of cases ("Open," "Awaiting Closure," and "Closed"), each with specific fields and unique styling (e.g., red border for Open, grey border for Awaiting Closure). Based on Salesforce OmniStudio capabilities, the most efficient and appropriate design is a single FlexCard with three states.

Here's why B. Using a single FlexCard with three states is the correct answer:

- \* FlexCard States Overview: In OmniStudio, a FlexCard can have multiple "states," which are conditional views of the card's content and styling based on data conditions. Each state can display different fields, apply unique CSS styles (e.g., borders), and include interactive elements (e.g., links).

States are driven by conditions evaluated against the data retrieved by the DataRaptor, making them ideal for scenarios where the same dataset (in this case, cases from a single DataRaptor) needs to be presented differently based on a field value (e.g., Status).

- \* Meeting the Requirements:

- \* Data Source: All cases are fetched via a single DataRaptor, which aligns with using one FlexCard since FlexCards are designed to work with a single data source (e.g., a DataRaptor Extract) and then manipulate or display that data in various ways.

- \* "Open" Cases: A state can be configured with a condition like Status = 'Open', displaying fields such as CaseDescription, CaseOpenDate, CaseType, AssignedTo, and Priority. Custom CSS can be applied in the state's style settings to add a red border (e.g., border: 2px solid red).

- \* "Awaiting Closure" Cases: Another state with a condition like Status = 'Awaiting Closure' can show CaseDescription, LastActionTakenDate, Resolution, ApprovalReasonForClosure, and AssignedTo, styled with a grey border (e.g., border: 2px solid grey).

- \* "Closed" Cases: A third state with Status = 'Closed' can display CaseDescription, Resolution, and CaseClosedDate, with a hyperlink element added for duplicate cases (e.g., linking to a related DuplicateCaseId field). No specific border color is mentioned, so default styling or a custom style could be applied.

- \* Display Logic: By default, FlexCards in a list format (e.g., a datatable or repeating block) can iterate over the DataRaptor's JSON output, applying the appropriate state to each case record based on its Status. This ensures all cases are displayed dynamically with their respective fields and styles.

- \* Why One FlexCard?: Using a single FlexCard with states keeps the solution efficient, maintainable, and aligned with OmniStudio best practices. It leverages one DataRaptor call, reduces redundancy, and centralizes the logic and styling in a single component.

Now, let's examine why the other options are incorrect:

- \* A. Using three FlexCards: While it's technically possible to create three separate FlexCards (one for Open, one for Awaiting Closure, and one for Closed), this approach is inefficient and impractical. Each FlexCard would need its own DataRaptor or a filtered subset of the same DataRaptor output, leading to redundant configurations and multiple queries or data manipulations. Additionally, displaying all three categories together in a cohesive console view would require embedding them in an OmniScript or custom layout, complicating the design. The requirement implies a unified display of all cases, which a single FlexCard with states handles more naturally.

- \* C. Using a single FlexCard with multiple card filters: Card filters in FlexCards allow users to dynamically filter the displayed data (e.g., a dropdown to show only Open cases). However, filters don't inherently change the fields displayed or apply specific styling like red or grey borders per category- they only subset the data. To meet the requirement of showing different fields (e.g., Priority for Open vs. LastActionTakenDate for Awaiting Closure) and unique styling, you'd still need states or custom coding beyond what filters provide. Filters are user-driven, not automatic, and don't fully address the requirement.

- \* D. Using a single FlexCard with three flyouts: Flyouts are pop-up panels in FlexCards that display additional details or actions when a user interacts with an element (e.g., clicking a case row). While flyouts could show extra case details, they don't suit the requirement of displaying all cases with their respective fields and borders directly on the main card. Flyouts are supplementary, not primary displays, and using three flyouts would require user interaction to view each category, which contradicts the need to "display cases as follows" in a visible, highlighted manner.

#### Best Practice Alignment:

The OmniStudio documentation emphasizes FlexCard states for scenarios where data from a single source needs conditional rendering and styling. This approach minimizes maintenance overhead, optimizes performance (one DataRaptor call), and provides a seamless user experience for contact center agents viewing all case types in one console.

#### References:

- \* Salesforce OmniStudio Documentation: FlexCards Designer - Details how states can conditionally display data and apply custom styles.

- \* Salesforce OmniStudio Developer Guide: Working with FlexCard States - Explains configuring states based on field values like Status.

- \* Salesforce Help: FlexCard Styling - Covers applying CSS (e.g., borders) to states for visual differentiation.

#### NEW QUESTION # 55

which of the following are Integration Procedure Actions?

- A. Type Ahead
- B. OmniScript
- C. Email
- D. PDF

**Answer: C**

Explanation:

The type of action that the consultant should recommend to meet this new requirement is Email. An Email action is an action that can send an email to one or more recipients, with optional attachments and templates. The consultant can use an Email action to add a new action to the FlexCards that sends an email to the customer with a summary report attached

## NEW QUESTION # 56

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