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Salesforce Certified Omnistudio Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

A company has an OmniScript that allows agents to schedule service calls. The first step displays the account name, primary contact name, and telephone number to the user for confirmation. On the second step, it displays available appointment slots, which are retrieved from an external service in XML and then transformed into JSON. The following actions are currently used in the OmniScript:

- * DataRaptor Extract Action
- * HTTP Action
- * DataRaptor Transform Action

Following best practices, what can the consultant recommend to reduce processing time?

- **A. Combine these actions into an Integration Procedure**
- B. Add reusable OmniScripts for each step
- C. Add conditional views to the OmniScript
- D. Change DataRaptors to extract single objects

Answer: A

Explanation:

The consultant should recommend adding a Set Errors element to meet this requirement. A Set Errors element can display an error message and prevent the OmniScript from proceeding if certain conditions are not met. The consultant can use a Set Errors element to check if the email address field is empty when the agent selects the checkbox to email the receipt. If it is empty, the Set Errors element can show an error message and direct the user to return to the first step and enter the customer's email address

NEW QUESTION # 19

A consultant is designing a solution for a client using Omnistudio. The client wants to display data and launch actions from their Salesforce org.

Which OmniStudio tool should the consultant use to meet this requirement?

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

Answer: B

Explanation:

* FlexCards (B) - FlexCards are designed to display data from Salesforce and launch actions such as OmniScripts, Integration Procedures, or external API calls.

* FlexCards allow users to interact with data dynamically while keeping the UI simple and intuitive.

* A. DataRaptors - These are used for extracting, transforming, and loading data, but they do not have a UI component to display data.

* C. OmniScripts - OmniScripts are used for step-by-step guided interactions but are not meant for displaying data at a glance like FlexCards.

* D. Integration Procedures - These are used for server-side processing but do not display data or provide UI elements.

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

* FlexCards Overview

* Launching Actions from FlexCards

NEW QUESTION # 20

A company has a requirement to create a 360° view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?

- A. Enables the FlexCard to be used on a community page
- B. Enables easier global styling changes
- C. Allows multiple data sources to be used
- **D. Allows conditional views with the Toggle element on each child card**

Answer: D

Explanation:

The advantage of embedding multiple child cards in this scenario is that it allows multiple data sources to be used. A child card can have its own data source independent of the parent card or other child cards. This way, the consultant can use different data sources for each child card, such as Salesforce objects or external systems, and display them in one FlexCard canvas

NEW QUESTION # 21

A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps.

Which OmniScript feature should the consultant recommend to meet this requirement?

- A. Script Profiles
- **B. Conditional Views**
- C. User Roles
- D. Script Configuration

Answer: B

Explanation:

The OmniScript feature that should be recommended to meet this requirement is Conditional Views.

Conditional Views allow the designer to create different paths within an OmniScript based on user responses or data values. User Roles are used to control access and visibility of OmniScripts based on user profiles or permissions. Script Configuration is used to define general settings and properties of an OmniScript. Script Profiles are used to assign different versions of an OmniScript to different user groups.

NEW QUESTION # 22

A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:

- * Allow the user to select one or more energy products from a list
- * Get current energy usage data from an external system via an API
- * Save the data back to Salesforce as a lead

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers

- **A. DataRaptor Post Action**
- B. Post to Object Action
- C. Radio Input
- **D. HTTP Action**
- **E. Multi-select Input**

Answer: A,D,E

Explanation:

The three OmniScript elements that the consultant should recommend to meet these requirements are:

DataRaptor Post Action, Multi-select Input, and HTTP Action. A DataRaptor Post Action is an action that can write data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post Action to save the data back to Salesforce as a lead. A Multi-select Input is an element that can display a list of options for the user to choose from, such as energy products. A Multi-select Input allows multiple options to be selected at once, and can also have icons for each option. An HTTP Action is an element that can invoke a REST or SOAP service to retrieve data from an external system, such as current energy usage data. An HTTP Action can store the response data in a JSON object for further processing

NEW QUESTION # 23

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