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Salesforce Plat-Con-201 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Best Fit Solutioning	27%	- Gather, analyze and simplify business requirements - Design solutions using OmniStudio best practices - Map requirements to appropriate OmniStudio tools
Topic 2: Data Tools	23%	- Design DataRaptors and Integration Procedures - Calculation Matrices and Procedures: use and benefits - Purpose and benefits of DataRaptors and Integration Procedures
Topic 3: FlexCards	23%	- Capabilities, use cases and purpose of FlexCards - Design FlexCards to meet requirements - Collect and organize customer 360 information
Topic 4: OmniScripts	27%	- Map business processes to OmniScript components - Validate and align OmniScript processes with requirements - Structure and components of OmniScripts

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Salesforce Certified Omnistudio Consultant Sample Questions (Q182-Q187):

NEW QUESTION # 182

A form requires the user to upload a copy of their driver's license. Which component provides this functionality?

- A. Select
- B. Image
- C. Lookup
- **D. File**

Answer: D

Explanation:

The File element is specifically designed to allow users to upload documents and attachments as part of an OmniScript process. In this scenario, the user must provide a copy of a driver's license, making file-upload functionality essential. The Image element is intended for displaying images rather than collecting uploaded files from users. The Select element provides dropdown-choice functionality and cannot store documents. The Lookup element is used to search for and select Salesforce records. File uploads are common in industries such as insurance, financial services, healthcare, government, and telecommunications, where supporting documentation is required as part of an application or service request. OmniStudio's File component provides a declarative mechanism for capturing these documents and associating them with Salesforce records.

NEW QUESTION # 183

An OmniStudio Consultant decides to use multiple states on a FlexCard instead of one state with many conditional views. What is a valid reason for this decision?

- **A. The required layouts and fields differ significantly between scenarios, making separate states easier to design and maintain.**
- B. Multiple states improve rendering performance in most implementations, making it easier to design and maintain.
- C. Multiple states are required because conditional visibility cannot be applied to elements.
- D. Multiple states automatically enable different data sources for each scenario.

Answer: A

Explanation:

Multiple FlexCard states are appropriate when the scenarios require materially different layouts, fields, or actions. A state controls what the user sees and does on the card under defined conditions. If each scenario has only minor visibility differences, conditional views on individual elements may be enough. However, when the layout and field set change significantly, separate states make the card easier to design, preview, debug, and maintain. Option A is inaccurate because states do not automatically create different data sources. Option C is false because conditional visibility can be applied to elements. Option B is directionally plausible, but the strongest design reason is the major layout and field difference. Salesforce Trailhead states that FlexCard states control displayed interactions/layouts and are useful when conditions affect several elements or different layouts.

NEW QUESTION # 184

A company plans to use OmniScript to digitally transform Its business. During the discovery phase of the project the team reviews all of the business processes including the Individual steps of each process. As a result of analysis, it is clear that many processes need to update contact data at different points in the process. What solution should the consultant recommend to efficiently meet these requirements?

- **A. Create an OmniScript that uses the reusable property to update contact data and embed it In other OmniScripts.**
- B. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

- C. Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
- D. Create an Integration Procedure to update contact data with "Chain OnStep" enabled and invoke it from all OmniScripts.

Answer: A

Explanation:

The solution that the consultant should recommend to efficiently meet these requirements is to create an OmniScript that uses the reusable property to update contact data and embed it in other OmniScripts. A reusable OmniScript is an OmniScript that can be embedded in another OmniScript as a sub-process. This way, the consultant can create one OmniScript that updates contact data in a consistent way, and then use it in multiple OmniScripts that need to update contact data at different points in the process. This will improve the design and maintenance of the OmniScripts

NEW QUESTION # 185

A consultant is designing a FlexCard for a client. The client wants the FlexCard to launch a child card with additional information and actions related to the parent card when the agent clicks on a button. How should the consultant design the FlexCard to meet the client's requirements?

- A. Design the parent card to launch a new DataRaptor when the specific action is taken.
- **B. Design the parent card to launch a child card through a Flyout Action.**
- C. Design the parent card to launch a child card when the specific action is taken.
- D. Design the parent card to launch a new OmniScript when the specific action is taken.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement is for a FlexCard (parent card) to launch a child card with additional information and actions when an agent clicks a button. In Salesforce OmniStudio, the Flyout Action is the specific mechanism designed within FlexCards to achieve this, making B the most precise and correct answer.

Here's why B. Design the parent card to launch a child card through a Flyout Action is the correct answer:

* Flyout Action Overview: A Flyout Action in FlexCards is an interactive feature that displays a pop-up panel (flyout) when triggered, typically by a button or link. This flyout can contain a child FlexCard, OmniScript, or custom content, showing additional details or enabling actions related to the parent card's data.

* Meeting the Requirement:

* Child Card Launch: The Flyout Action can embed a child FlexCard, which displays supplemental information (e.g., related records or details) and includes actions (e.g., buttons to update data).

* Button Trigger: In the FlexCard Designer, the consultant can add a Button element to the parent card, configure its action type as "Flyout," and link it to a child FlexCard. When the agent clicks the button, the flyout appears with the child card.

* Contextual Data: The parent card's data (e.g., a record ID) can be passed to the child card via the Flyout Action's context parameters, ensuring the child card shows relevant information.

* Example: If the parent card displays a customer's summary (name, account number), clicking the button could launch a child card in a flyout showing order history and a button to initiate a return, all tied to the parent card's account ID.

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

* A. Design the parent card to launch a child card when the specific action is taken: While this is conceptually correct, it's vague and lacks specificity. "Launch a child card" isn't a defined OmniStudio action-Flyout Action is the actual mechanism to achieve this. Thus, B is the more precise answer, as it names the tool explicitly supported by FlexCards.

* C. Design the parent card to launch a new DataRaptor when the specific action is taken: A DataRaptor (e.g., DataRaptor Extract) retrieves or manipulates data, not displays a UI like a child card. While a DataRaptor might fetch data for the child card, it doesn't "launch" anything visible to the agent, making this option irrelevant to the UI requirement.

* D. Design the parent card to launch a new OmniScript when the specific action is taken: An OmniScript could be launched via a FlexCard action (e.g., an "OmniScript" action type), but it's a guided process, not a "child card." The requirement specifies a child card (implying another FlexCard), not a multi-step script, so a Flyout Action with a child FlexCard is more appropriate than an OmniScript.

References:

* Salesforce OmniStudio Documentation: FlexCard Actions - Details the Flyout Action for launching child cards or content.

* Salesforce OmniStudio Developer Guide: Flyouts in FlexCards - Explains configuring flyouts with child FlexCards.

NEW QUESTION # 186

A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual pages using OmniScript. The consultant reviews the process and sees in the first step, the user reviews data and, then enters additional

information. In the next step, the process retrieves data from an external system. In this scenario, which OmniStudio data tool should the consultant recommend?

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

Answer: C

Explanation:

The OmniStudio data tool that the consultant should recommend in this scenario is an Integration Procedure.

An Integration Procedure can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. In this case, the Integration Procedure can retrieve data from an external system via a REST API and store it in a JSON object for the OmniScript to display

NEW QUESTION # 187

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