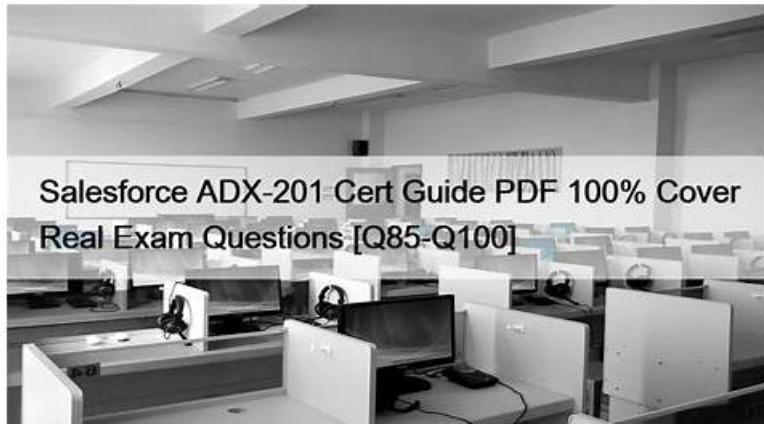


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Salesforce Certified Omnistudio Consultant Sample Questions (Q10-Q15):

NEW QUESTION # 10

A consultant is working with a client who wants to create guided interactions using data from their Salesforce org and external sources.

Which Omnistudio tool should the consultant recommend for creating these guided interactions?

- A. Flexcards
- B. Integration Procedures
- C. Data Mappers
- D. **Omniscripts**

Answer: D

Explanation:

The requirement is to create "guided interactions" that utilize data from both a Salesforce org and external sources. In Salesforce OmniStudio, OmniScripts is the tool specifically designed for building interactive, guided processes that lead users through a series of steps, integrating and displaying data from multiple sources, including Salesforce and external systems.

Here's why C. OmniScripts is the correct answer:

* Purpose of OmniScripts: OmniScripts are a core OmniStudio component used to create structured, step- by-step user

experiences (guided interactions) that can incorporate data from Salesforce objects and external systems. They enable consultants to design dynamic, interactive interfaces with elements like text inputs, picklists, and buttons, guiding users through processes such as filling out forms, updating records, or completing workflows. OmniScripts support integration with other OmniStudio tools (e.g., DataRaptors and Integration Procedures) to fetch and manipulate data, making them ideal for this scenario.

* Handling Data from Multiple Sources:

* Salesforce Data: OmniScripts can use DataRaptors to extract or update data from Salesforce objects (e.g., retrieving Account details or updating a Case).

* External Sources: OmniScripts can leverage Integration Procedures to call external APIs or systems (e.g., pulling customer data from an ERP system) and then display or process that data within the script. For example, an OmniScript could guide a user to input customer information, fetch related Salesforce records using a DataRaptor Extract, and retrieve payment history from an external API via an Integration Procedure—all within a single, cohesive interaction.

* Guided Interaction Features: OmniScripts offer a drag-and-drop designer with elements like Steps, Inputs, and Actions, allowing consultants to craft a logical flow. Features like conditional visibility, validation rules, and navigation controls ensure the interaction is guided and user-friendly, meeting the client's need for a structured experience.

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

* A. FlexCards: FlexCards are designed to display data in a concise, card-based format (e.g., a summary of customer details or case status). While they can pull data from Salesforce and external sources (via DataRaptors or Integration Procedures), they are primarily read-only or lightly interactive displays, not tools for creating multi-step guided interactions. FlexCards are better suited for dashboards or quick views, not for guiding users through a process like data entry or decision-making.

* B. Integration Procedures: Integration Procedures are powerful tools in OmniStudio for orchestrating complex data operations, such as calling external REST APIs, transforming data, or chaining multiple actions. However, they are backend processes, not user-facing tools. They don't provide a UI or guided interaction framework—they support OmniScripts or FlexCards by supplying the data or logic needed.

Thus, they're a component of the solution, not the primary tool for guided interactions.

* D. Data Mappers: Data Mappers (likely a typo for "DataRaptors" in OmniStudio context) are used to extract, transform, load, or post data between Salesforce and OmniStudio components. For example, a DataRaptor Extract pulls Salesforce data, while a DataRaptor Turbo Extract maps it to JSON. However, DataRaptors are data-handling tools, not UI components. They can't create guided interactions on their own—they provide the data that OmniScripts or FlexCards use.

Why OmniScripts Stand Out:

OmniScripts are uniquely suited for this requirement because they combine a user interface with data integration capabilities. For instance, a consultant could design an OmniScript to:

* Display a welcome step with customer data fetched from Salesforce (via DataRaptor).

* Prompt the user to enter additional details, validated in real-time.

* Integrate external data (e.g., order status from a third-party system) using an Integration Procedure.

* Save all data back to Salesforce or the external system upon completion. This aligns perfectly with the need for "guided interactions" using data from multiple sources.

References:

* Salesforce OmniStudio Documentation: OmniScripts Overview - Describes OmniScripts as the tool for building guided processes with integrated data.

* Salesforce OmniStudio Developer Guide: OmniScript Designer - Details how OmniScripts support Salesforce and external data sources.

* Salesforce Help: Comparing OmniStudio Tools - Clarifies FlexCards for display, Integration Procedures for backend logic, and DataRaptors for data mapping, versus OmniScripts for guided interactions.

NEW QUESTION # 11

A company needs to implement new verification processes for contacts in their org. This process relies on three Contact record types: Recruiter, Candidate, and Trainer. The verification process is different for each type of contact. For example, recruiters must pass a background check; trainers must complete mandatory training classes, and candidates must achieve certifications.

Which OmniStudio tools should the consultant recommend to meet these requirements?

- A. Single OmniStudio Action that invokes separate Omniscripts
- B. Specific FlexCards with Actions for each type of Contact
- **C. Multiple OmniStudio Actions that invoke separate OmniScripts**
- D. Single FlexCard with an Action to invoke an OmniScript

Answer: C

Explanation:

The OmniStudio tools that should be recommended to meet these requirements are single OmniStudio Action that invokes separate Omniscripts. OmniStudio Action can be used to conditionally launch different Omniscripts based on the record type of the contact.

Omniscripts can be used to implement the verification processes for each type of contact. Specific FlexCards with Actions for each type of Contact would require creating redundant FlexCards and Actions for each record type. Multiple OmniStudio Actions that invoke separate Omniscripts would require creating redundant Actions for each record type. Single FlexCard with an Action to invoke an Omniscript would not allow for different verification processes based on the record type.

NEW QUESTION # 12

A consultant must design a 360 view of the customer. The business requirements are:

- * A header card with account information (name, account number, next billing date, invoice method)
- * A list of related contacts (first name, last name, phone)
- * All the open cases related to the account (subject, priority, SLA)

An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to the different sections available at a glance.

Which two FlexCard features should the consultant recommend to improve the user experience?

Choose 2 answers

- A. Use a Custom Style to adjust height and width
- B. Use a Zone Template
- C. Use a Block Element with the Collapse property enabled
- D. Use a Datatable element

Answer: B,C

Explanation:

To improve the user experience, the consultant should use a Block Element with the Collapse property enabled and a Zone Template. A Block Element with the Collapse property enabled allows the user to expand or collapse a section of the FlexCard, which is useful for displaying a list of related records. A Zone Template allows the consultant to define the layout and style of the FlexCard, such as the number of columns, rows, and margins

NEW QUESTION # 13

Which two functions can be performed by DataRaptors?

Choose 2 answers

- A. Transform data
- B. Read and write data to Salesforce
- C. Combine requests into a single response
- D. Read and write data to external systems

Answer: A,B

Explanation:

DataRaptors are OmniStudio data tools that can perform various functions on data, such as reading, writing, transforming, and validating. They can work with Salesforce data and external data sources. The two functions that can be performed by DataRaptors are:

* Transform data: DataRaptors can use transformation rules to manipulate data, such as changing the format, applying calculations, mapping values, etc.

* Read and write data to Salesforce: DataRaptors can use SOQL or SOSL queries to read data from Salesforce objects and fields, and use DML operations to insert, update, delete, or upsert data to Salesforce.

The functions that cannot be performed by DataRaptors are:

* Combine requests into a single response: DataRaptors cannot aggregate multiple requests from different sources into one response. This can be done using Integration Procedures, which can orchestrate multiple DataRaptors or REST calls into a single process.

* Read and write data to external systems: DataRaptors cannot directly access external systems or APIs.

They need to use Integration Procedures or REST elements to invoke external services and pass the data to or from DataRaptors.

NEW QUESTION # 14

A consultant has a project with the following requirement: "Agents need to follow a standard customer greeti... script in order to ensure brand consistency." Which OmniScript element should the consultant recommend to ensure the agents can see and follow

these standard scripts?

- A. Text Area
- B. Input Block
- C. Headline
- D. Step

Answer: C

Explanation:

The consultant should recommend using a Headline element to ensure the agents can see and follow these standard scripts. A Headline element can display a text message with an icon and a color, such as blue for information or yellow for warning. The consultant can use a Headline element to show the customer greeting script in the OmniScript, and instruct the agents to read it aloud

NEW QUESTION # 15

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