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Salesforce Certified Omnistudio Consultant Sample Questions (Q47-Q52):

NEW QUESTION # 47

A company is designing a new console for contact center agents. The cards in the console need to display the following:

* "Open" cases with case description, case open date, case type, assigned to and priority fields. Open 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.

All cases will be fetched using a single DataRaptor.

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

- A. Using card session variables and multiple FlexCards
- B. Using card filter and a single FlexCard with multiple flyouts
- **C. Using card filter and multiple FlexCards**
- D. Using card session variables and a single FlexCard with multiple flyouts

Answer: C

Explanation:

The consultant should design the FlexCard solution using card filter and multiple FlexCards to meet these requirements. A card filter is a property that determines which records are displayed in a FlexCard based on certain criteria. The consultant can use card filter to display only the cases with a specific status, such as Open, Awaiting Closure, or Closed. A FlexCard is a tool that can display data and actions in a card format.

The consultant can create multiple FlexCards for each case status, and customize the fields and actions accordingly. The consultant can also use custom style to apply different borders for each case status

NEW QUESTION # 48

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 OmniScript 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 DataRaptor 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 # 49

A consultant needs to design an OmniScript to capture the following information:

- * Select one payment method from a list of options
- * Enter the address information with autocomplete

* Enter a phone number

Which OmniScript elements should be used to capture this information?

- **A. Radio, TypeAhead, and Telephone**
- B. Checkbox, Geolocation, and Number
- C. Select, TypeAhead, and Number
- D. Multi-Select. Address, and Telephone

Answer: A

Explanation:

The correct OmniScript elements to capture the information are Select, TypeAhead, and Number. Select allows the user to choose one option from a list of values, TypeAhead provides autocomplete suggestions for address fields, and Number validates that the input is a numeric value. Radio, Multi-Select, and Checkbox are not suitable for single selection scenarios. Geolocation is not an OmniScript element, and Telephone is not a valid data type for phone numbers.

NEW QUESTION # 50

A consultant is tasked with migrating Calculation Matrices and Procedures as Decision Matrices and Expression Sets respectively. What is a key consideration when migrating Calculation Matrices and Procedures?

- **A. Looping procedures cannot be migrated as expression sets.**
- B. Matrices can be migrated without considerations.
- C. Procedures can be migrated without considerations.
- D. Matrices can be migrated with minimal considerations.

Answer: A

Explanation:

The task involves migrating legacy Calculation Matrices to Decision Matrices and Calculation Procedures to Expression Sets in OmniStudio. A key consideration arises from the differences in functionality between these tools, particularly with looping logic, making D the correct answer.

Here's why D. Looping procedures cannot be migrated as Expression Sets is the correct answer:

* Migration Context:

* Calculation Matrices # Decision Matrices: Calculation Matrices (from older Vlocity tools) are lookup tables that map inputs to outputs. They migrate to Decision Matrices in OmniStudio, which serve the same purpose (e.g., returning a discount based on inputs) and are generally straightforward to convert, as both are data-driven tables stored as Salesforce metadata.

* Calculation Procedures # Expression Sets: Calculation Procedures are sequential, logic-driven processes that can include formulas, conditions, and loops. They migrate to Expression Sets in OmniStudio, which are collections of reusable expressions (formulas or conditions) executed in a specific order.

* Key Consideration - Looping:

* Calculation Procedures: These legacy procedures support looping logic, such as iterating over a list of items (e.g., processing multiple line items in a quote to calculate totals).

* Expression Sets: Expression Sets in OmniStudio are designed for linear, non-iterative calculations. They execute a series of expressions (e.g., Total = Price * Quantity) but do not natively support looping constructs like "for each" or "while" loops. Looping requires an Integration Procedure or custom Apex in OmniStudio, not Expression Sets.

* Impact: If a Calculation Procedure includes looping (e.g., summing values across a JSON array), it cannot be directly migrated to an Expression Set without rearchitecting the logic. The consultant must consider alternative tools (e.g., an Integration Procedure with a Loop Block) to handle such cases.

* Why It's Key: Failing to account for looping can break the migrated process, as Expression Sets lack this capability. Identifying and addressing looping logic upfront is critical to ensure functional equivalence post-migration.

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

* A. Procedures can be migrated without considerations: This is false. Calculation Procedures often include complex logic (e.g., loops, branching), and Expression Sets have limitations (e.g., no looping), requiring careful analysis and potential redesign during migration.

* B. Matrices can be migrated with minimal considerations: While migrating Calculation Matrices to Decision Matrices is relatively straightforward (both are lookup tables), "minimal considerations" understates potential issues like data mapping or deprecated features, though looping isn't a factor here.

This isn't the key consideration compared to D.

* C. Matrices can be migrated without considerations: This is incorrect. Even for matrices, considerations like field mappings, data type compatibility, or version differences exist, though they're less complex than procedure migrations.

References:

- * Salesforce OmniStudio Documentation: Migration Guide - Discusses migrating Calculation Matrices and Procedures, noting limitations like looping in Expression Sets.
- * Salesforce OmniStudio Developer Guide: Expression Sets - Confirms Expression Sets lack looping, unlike Integration Procedures.

NEW QUESTION # 51

A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:

- * Present the user with a customer satisfaction question that allows them to select one option from a 1-5 satisfaction rating.
- * Create a case for an account team member to follow up.
- * Email a summary message to the user.

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

- A. Edit Block, DataRaptor Post Action, and Messaging Action
- **B. Radio Group, DataRaptor Post Action, and Email Action**
- C. Multi-Select, Remote Action, and Email Action
- D. Radio Group, Remote Action, and Messaging Action

Answer: B

Explanation:

The OmniScript elements that the consultant should recommend to meet these requirements are: Radio Group, DataRaptor Post Action, and Email Action. A Radio Group element is an element that can display a list of options for the user to choose from, such as customer satisfaction rating. A Radio Group element allows only one option to be selected at a time, and can also have icons for each option. 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 create a case for an account team member to follow up. 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 email a summary message to the user.

NEW QUESTION # 52

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