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Salesforce Certified Omnistudio Consultant Sample Questions (Q33-Q38):

NEW QUESTION # 33

A consultant is designing a FlexCard for a client. The client wants to customize the look of each element on the FlexCard. What tool should the consultant use to meet the client's requirements?

- A. Use DataRaptor to customize the look of each element.
- B. Use the style panel in the FlexCard Designer to customize the look of each element.

- C. Use OmniScripts to customize the look of each element.
- D. Use Integration Procedures to customize the look of each element.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement is to customize the appearance (look) of each element on a FlexCard. In Salesforce OmniStudio, the Style Panel in the FlexCard Designer is the dedicated tool for this purpose, making C the correct answer.

Here's why C. Use the style panel in the FlexCard Designer to customize the look of each element is the correct answer:

* **Style Panel Overview:** The FlexCard Designer includes a Style Panel (accessed in the properties pane) that allows consultants to customize the visual properties of individual elements (e.g., Text, Image, Button, Datatable) on a FlexCard. This includes settings like:

- * Font size, color, and weight.
- * Background color or image.
- * Borders (style, width, color).
- * Padding and margins.
- * Custom CSS for advanced styling.

* **Meeting the Requirement:**

* **Element-Level Customization:** The Style Panel enables granular control over each element. For example, a Text element displaying a customer name can be styled with a bold red font, while a Button can have a blue background and rounded corners.

* **Ease of Use:** It's a no-code solution within the FlexCard Designer, requiring no external tools or coding expertise, aligning with OmniStudio's low-code philosophy.

* **Preview:** Changes made in the Style Panel are instantly previewable in the designer, ensuring the client's vision is met efficiently.

* **Example:** If the FlexCard shows case details, the consultant could use the Style Panel to make the case number bold and blue, add a red border to an "Open" status badge, and adjust the Datatable's row height—all tailored to the client's preferences.

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

* **A. Use DataRaptor to customize the look of each element:** A DataRaptor (e.g., DataRaptor Extract or Transform) handles data retrieval and manipulation, not visual styling. It provides the data displayed on the FlexCard but has no role in customizing the appearance of elements.

* **B. Use Integration Procedures to customize the look of each element:** Integration Procedures orchestrate backend logic and API calls, not UI styling. They can fetch data or process actions but don't influence the look of FlexCard elements.

* **D. Use OmniScripts to customize the look of each element:** OmniScripts are for guided processes, not for designing or styling FlexCards. While OmniScripts have their own styling options, they're separate from FlexCards and irrelevant to this requirement.

References:

* Salesforce OmniStudio Documentation: FlexCard Designer - Describes the Style Panel for customizing element appearance.

* Salesforce OmniStudio Developer Guide: Styling FlexCards - Details CSS and style options in the designer.

NEW QUESTION # 34

Which two functions can be performed by DataRaptors?

Choose 2 answers

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

Answer: B,C

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 # 35

Which OmniStudio tool is optimized for performance and minimizes configuration time?

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

Answer: C

Explanation:

The OmniStudio tool that is optimized for performance and minimizes configuration time is DataRaptor Turbo Extract. A DataRaptor Turbo Extract is a tool that can retrieve data from one or more Salesforce objects using a graphical interface, without writing any SOQL queries. A DataRaptor Turbo Extract can also use filters, joins, and formulas to manipulate the data. A DataRaptor Turbo Extract is faster and more efficient than a DataRaptor Extract, and can handle large amounts of data without hitting governor limits

NEW QUESTION # 36

When a customer calls to add a new primary contact to their account, call center agents need to complete a I contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer.

Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF?

- A. Integration Procedure
- B. Calculation Procedure
- C. Data Maptor
- D. OmniStudio Action

Answer: C

Explanation:

The OmniStudio tool that the consultant should recommend to generate the pre-filled PDF is DataRaptor. A DataRaptor is a tool that can read, transform, and write data from Salesforce objects or JSON objects. A DataRaptor Load can write data to a PDF template using a PDF mapping file, and generate a PDF document with the contact information pre-filled. The PDF document can be stored as an attachment or a content document in Salesforce

NEW QUESTION # 37

A business wants to create a reusable OmniScript to capture customer payment information during the order process. The business decides that the first step of the payment process should include:

* Payment type (credit card or bank account)

* Payment amount

Which two elements should the consultant recommend for this step of the process?

Choose 2 answers

- A. Number
- B. Currency
- C. Radio
- D. Multi-select

Answer: B,C

Explanation:

The two elements that the consultant should recommend for this step of the process are: Radio and Currency.

A Radio element can display a list of options for the user to choose from, such as payment type. A Radio element allows only one option to be selected at a time, and can also have icons for each option. A Currency element can display a field for the user to enter

a currency value, such as payment amount. A Currency element can also have validation and formatting options, such as minimum and maximum values, decimal places, etc

NEW QUESTION # 38

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