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Salesforce Certified Omnistudio Consultant Sample Questions (Q91-Q96):

NEW QUESTION # 91

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

Answer: D

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 # 92

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. Procedures can be migrated without considerations.
- C. Matrices can be migrated with minimal considerations.
- D. Matrices can be migrated without 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 # 93

A Salesforce Omnistudio Consultant is validating an Omniscript they have developed for a client. The client has specific business requirements that the script must meet.

What is the best way for the consultant to ensure that the Omniscript meets the client's business requirements?

- A. Conduct a thorough review of the Omniscript, comparing each step with the client's business requirements.
- B. Implement the Omniscript without comparing it with the client's business requirements.
- C. Ask the client to review the Omniscript with their internal team.
- D. Assume that the Omniscript meets the client's business requirements without conducting a review.

Answer: A

Explanation:

* Conducting a thorough review (C) - The best way to ensure the OmniScript meets the business requirements is to review each step and compare it with the documented requirements.

* This includes validating the data flow, user interactions, and integration points to make sure the script functions as intended.

* A. Implement the OmniScript without comparing it with the client's business requirements - Skipping the review process can lead to errors and misalignment with business needs.

* B. Assume that the OmniScript meets the client's business requirements without conducting a review - This is risky and unprofessional; assumptions should not replace validation.

* D. Ask the client to review the OmniScript with their internal team - While client feedback is important, the consultant must first conduct their own thorough review before involving the client.

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

* OmniScript Best Practices & Validation

* OmniScript Testing & Debugging

NEW QUESTION # 94

An investment portfolio manager wants to build a console to display:

* Client information

* Profile attributes

* Investment instrument information

There are more than 20 profile attributes. Each investment instrument has 15 fields of information to display.

The fields should be grouped logically.

How should the consultant design a solution to meet the requirements?

- A. * A header FlexCard for client information and profile attributes* Child FlexCards for investment instruments with a Flyout for additional information
- B. * An OmniScript with a Step for client information* Block Elements for investment instruments
- C. * A header FlexCard for client information and profile attributes* FlexCards for investment instrument information
- D. * A header FlexCard for client information with a Flyout for profile attributes* Child FlexCards for investment instruments

with a Flyout for additional information

Answer: B

Explanation:

The consultant should design a solution using an OmniScript with multiple Step elements to meet the requirements. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to display client information, profile attributes, and investment instrument information. A Step element can group related fields and elements in an OmniScript, and display them in a page or a section. The consultant can use multiple Step elements to organize the information into logical groups, such as client information, profile attributes, and investment instruments

NEW QUESTION # 95

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 Data Mapper when the specific action is taken.
- B. Design the parent card to launch a child card when the specific action is taken.
- C. Design the parent card to launch a new Omniscrypt when the specific action is taken,
- D. Design the parent card to launch a child card through a Flyout Action.

Answer: D

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 # 96

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