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Salesforce Certified Omnistudio Consultant Sample Questions (Q77-Q82):

NEW QUESTION # 77

An insurance agency wants to enable its call center agents to be more efficient when handling customer inquiries. After analyzing patterns in the call logs, the agency discovers that one of the top customer requests is to find out total insurance premiums paid as well as the difference year over year. Agents need to relay this information to the customer and then send them a summary report by

email. The agency decides to implement this process using OmniScript.
What three OmniScripts elements should be used to meet the requirements?
Choose 3 answers

- A. Messaging Element
- B. Email Action
- C. Calculation Action
- D. DataRaptor Extract Action
- E. DataRaptor Post Action

Answer: B,C,D

Explanation:

The three OmniScript elements that should be used to meet the requirements are: DataRaptor Extract Action, Email Action, and Calculation Action. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as total insurance premiums paid and the difference year over year, and store it in an Interface object or a JSON object. An Email Action can send an email to the customer with a summary report attached, using data from an Interface object or a JSON object. A Calculation Action can perform mathematical operations on data from an Interface object or a JSON object, such as calculating the difference year over year

NEW QUESTION # 78

A business wants to create an OmniScript that allows call center agents to schedule field service appointments with customers. The process needs to retrieve available appointment dates from an external system via a REST API and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation should display with rich text and images.
Which three OmniScript elements should be used to meet these requirements?
Choose 3 answers

- A. HTTP Action
- B. Multi-select
- C. Text Block
- D. Select
- E. Text Area

Answer: A,C,D

NEW QUESTION # 79

A customer needs to create an OmniScript to capture payment information. In the first step of the process, the user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment type should display with a different icon. The process should check to see if the customer has any saved payment information of that type, and if there is, no further action is required. If there is no saved payment information then the user should be allowed to enter the information, and the process should save it.
Which three OmniScript elements should be used to meet these requirements?
Choose 3 answers

- A. DataRaptor Post Action
- B. DataRaptor Transform Action
- C. Select
- D. Radio
- E. DataRaptor Extract Action

Answer: A,C,D

Explanation:

The three OmniScript elements that should be used to meet these requirements are: Select, DataRaptor Extract Action, and DataRaptor Post Action. A Select element can display a dropdown list of options for the user to choose from, such as payment type. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as saved payment information, and store it in an Interface object or a JSON object. A DataRaptor Post Action can write data to a Salesforce object, such as new payment information, and perform insert or update operations

NEW QUESTION # 80

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

Answer: C

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 # 81

In an Integration Procedure, what group element will control whether an individual action executes?

- **A. Conditional Block**
- B. Cache Block
- C. Loop Block
- D. Try-Catch Block

Answer: A

Explanation:

The group element that will control whether an individual action executes in an Integration Procedure is Conditional Block.

Conditional Block allows the designer to specify a condition that determines whether the actions inside the block will run or not.

Cache Block is used to store data in memory for later use. Try-Catch Block is used to handle errors and exceptions. Loop Block is used to iterate over a collection of data.

NEW QUESTION # 82

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