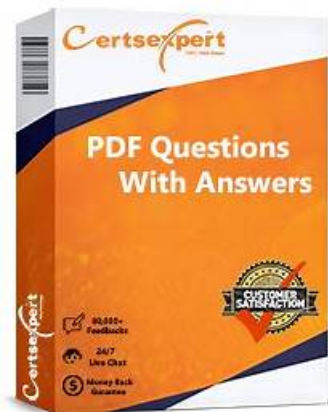


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Salesforce Certified Omnistudio Consultant Sample Questions (Q72-Q77):

NEW QUESTION # 72

A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:

- * Allow the user to select one or more energy products from a list
- * Get current energy usage data from an external system via an API
- * Save the data back to Salesforce as a lead

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

Choose 3 answers

- A. Radio Input
- B. DataRaptor Post Action
- C. HTTP Action
- D. Post to Object Action
- E. Multi-select Input

Answer: B,C,E

Explanation:

The three OmniScript elements that the consultant should recommend to meet these requirements are:

DataRaptor Post Action, Multi-select Input, and HTTP Action. 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 save the data back to Salesforce as a lead. A Multi-select Input is an element that can display a list of options for the user to choose from, such as energy products. A Multi-select Input allows multiple options to be selected at once, and can also have icons for each option. An HTTP Action is an element that can invoke a REST or SOAP service to retrieve data from an external system, such as current energy usage data. An HTTP Action can store the response data in a JSON object for further processing

NEW QUESTION # 73

A company is designing a new console for contact center agents to display case data for customers. All cases will be fetched using a single DataRaptor. This page needs to display cases as follows:

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

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

- A. Using a single FlexCard with three states
- B. Using three FlexCards
- C. Using a single FlexCard with multiple card filters
- D. Using a single FlexCard with three flyouts

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement involves designing a FlexCard solution to display case data fetched by a single DataRaptor, with three distinct categories of cases ("Open," "Awaiting Closure," and "Closed"), each with specific fields and unique styling (e.g., red border for Open, grey border for Awaiting Closure). Based on Salesforce OmniStudio capabilities, the most efficient and appropriate design is a single FlexCard with three states.

Here's why B. Using a single FlexCard with three states is the correct answer:

* FlexCard States Overview: In OmniStudio, a FlexCard can have multiple "states," which are conditional views of the card's content and styling based on data conditions. Each state can display different fields, apply unique CSS styles (e.g., borders), and include interactive elements (e.g., links).

States are driven by conditions evaluated against the data retrieved by the DataRaptor, making them ideal for scenarios where the same dataset (in this case, cases from a single DataRaptor) needs to be presented differently based on a field value (e.g., Status).

* Meeting the Requirements:

* Data Source: All cases are fetched via a single DataRaptor, which aligns with using one FlexCard since FlexCards are designed to work with a single data source (e.g., a DataRaptor Extract) and then manipulate or display that data in various ways.

* "Open" Cases: A state can be configured with a condition like Status = 'Open', displaying fields such as CaseDescription, CaseOpenDate, CaseType, AssignedTo, and Priority. Custom CSS can be applied in the state's style settings to add a red border (e.g., border: 2px solid red).

* "Awaiting Closure" Cases: Another state with a condition like Status = 'Awaiting Closure' can show CaseDescription, LastActionTakenDate, Resolution, ApprovalReasonForClosure, and AssignedTo, styled with a grey border (e.g., border: 2px solid grey).

* "Closed" Cases: A third state with Status = 'Closed' can display CaseDescription, Resolution, and CaseClosedDate, with a hyperlink element added for duplicate cases (e.g., linking to a related DuplicateCaseId field). No specific border color is mentioned, so default styling or a custom style could be applied.

* Display Logic: By default, FlexCards in a list format (e.g., a datatable or repeating block) can iterate over the DataRaptor's JSON output, applying the appropriate state to each case record based on its Status. This ensures all cases are displayed dynamically with their respective fields and styles.

* Why One FlexCard?: Using a single FlexCard with states keeps the solution efficient, maintainable, and aligned with OmniStudio best practices. It leverages one DataRaptor call, reduces redundancy, and centralizes the logic and styling in a single component. Now, let's examine why the other options are incorrect:

* A. Using three FlexCards: While it's technically possible to create three separate FlexCards (one for Open, one for Awaiting Closure, and one for Closed), this approach is inefficient and impractical. Each FlexCard would need its own DataRaptor or a filtered subset of the same DataRaptor output, leading to redundant configurations and multiple queries or data manipulations. Additionally, displaying all three categories together in a cohesive console view would require embedding them in an OmniScript or custom layout, complicating the design. The requirement implies a unified display of all cases, which a single FlexCard with states handles more naturally.

* C. Using a single FlexCard with multiple card filters: Card filters in FlexCards allow users to dynamically filter the displayed data (e.g., a dropdown to show only Open cases). However, filters don't inherently change the fields displayed or apply specific styling like red or grey borders per category- they only subset the data. To meet the requirement of showing different fields (e.g., Priority for Open vs. LastActionTakenDate for Awaiting Closure) and unique styling, you'd still need states or custom coding beyond what filters provide. Filters are user-driven, not automatic, and don't fully address the requirement.

* D. Using a single FlexCard with three flyouts: Flyouts are pop-up panels in FlexCards that display additional details or actions when a user interacts with an element (e.g., clicking a case row). While flyouts could show extra case details, they don't suit the requirement of displaying all cases with their respective fields and borders directly on the main card. Flyouts are supplementary, not primary displays, and using three flyouts would require user interaction to view each category, which contradicts the need to "display cases as follows" in a visible, highlighted manner.

Best Practice Alignment:

The OmniStudio documentation emphasizes FlexCard states for scenarios where data from a single source needs conditional rendering and styling. This approach minimizes maintenance overhead, optimizes performance (one DataRaptor call), and provides a seamless user experience for contact center agents viewing all case types in one console.

References:

* Salesforce OmniStudio Documentation: FlexCards Designer - Details how states can conditionally display data and apply custom styles.

* Salesforce OmniStudio Developer Guide: Working with FlexCard States - Explains configuring states based on field values like Status.

* Salesforce Help: FlexCard Styling - Covers applying CSS (e.g., borders) to states for visual differentiation.

NEW QUESTION # 74

A company needs to create multiple guided processes on their public website. The processes need to be style using the corporate branding kit. The corporate branding kit Includes guidance on colors, fonts, and icons. In addition, the website that the process will be deployed to has a style guide that dictates the format for radio buttons, slide bars, and other user interface elements. The company wants both the corporate branding kit at the website's style guide to be globally implemented in these new processes. Which three OmniStudio features and tools should the consultant recommend to meet these requirements?

Choose 3 answers

- A. OmniScript
- B. Newport Design System
- C. OmniOut
- D. FlexCards
- E. Custom Styles

Answer: A,B,E

Explanation:

The three OmniStudio features and tools that the consultant should recommend to meet these requirements are: OmniScript, Custom Styles, and Newport Design System. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use OmniScripts to create the guided processes for the public website. A Custom Style is a feature that allows applying custom CSS properties to an OmniScript or a FlexCard element. The consultant can use Custom Styles to style the

OmniScripts using the corporate branding kit, such as colors, fonts, and icons. A Newport Design System is a tool that provides a set of predefined styles and components for building user interfaces. The consultant can use Newport Design System to style the user interface elements in the OmniScripts, such as radio buttons, slide bars, etc., according to the website's style guide

NEW QUESTION # 75

In which two cases should an integration procedure be used as a data source for FlexCards and OmniScripts, Choose 2 answers

- A. To minimize the number of elements to be configured
- B. To achieve elastic scaling
- C. To separate the user interface from changes in the data sources
- D. To retrieve multiple data sources in a single response

Answer: C,D

Explanation:

The two cases where an integration procedure should be used as a data source for FlexCards and OmniScripts are: To retrieve multiple data sources in a single response and To separate the user interface from changes in the data sources. An integration procedure is a tool that can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. The consultant can use an integration procedure as a data source for FlexCards and OmniScripts when they need to retrieve data from different sources, such as Salesforce objects or external systems, and store it in a JSON object for display. This way, the integration procedure can provide multiple data sources in a single response, without requiring multiple elements or actions in the FlexCard or OmniScript. The consultant can also use an integration procedure as a data source for FlexCards and OmniScripts when they want to separate the user interface from changes in the data sources. This way, the integration procedure can handle any changes in the data sources without affecting the FlexCard or OmniScript design or configuration.

NEW QUESTION # 76

A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet.

Which data source should the team use to make progress on the design?

- A. Integration Procedures
- B. Apex Remote
- C. Apex REST
- D. DataRaptor

Answer: A

NEW QUESTION # 77

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