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Salesforce Certified Omnistudio Consultant Sample Questions (Q65-Q70):

NEW QUESTION # 65

A business plans to implement new tools for their call center agents to increase efficiency and improve customer experience. The business needs to reduce new agent ramp-up time. During the discovery phase of the project, the business identifies the following requirements for the project:

- * Easy access to frequent processes
- * "At a glance" dashboards of customer information
- * Lists of customer bills, which are stored on an external system

Which two FlexCard benefits should the consultant highlight when presenting a proposed solution?

Choose 2 answers

- A. Guide users through complex processes
- B. Display a 360° view of the customer

- C. Allow customers to enter bill payment information
- **D. Display different actions based on context**

Answer: B,D

Explanation:

The two FlexCard benefits that the consultant should highlight when presenting a proposed solution are:

Display different actions based on context and Display a 360° view of the customer. FlexCards can display different actions based on context, such as data values or user roles. The consultant can use this feature to show only relevant actions for each customer situation, such as scheduling an inquiry call with an agent if the customer satisfaction is low. FlexCards can also display a 360° view of the customer, by showing data from multiple sources in one card format. The consultant can use this feature to show important customer information at a glance, such as billing issues, account status, etc

NEW QUESTION # 66

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps to capture the required information:

- * Step 1: account name and legal number
- * Step 2: billing cycle and monthly due date
- * Step 3: email and telephone number

After each step, a DataRaptor is used to update the account information in Salesforce.

Following best practices, which two improvements can the consultant recommend for this OmniScript?

Choose 2 answers

- A. Configure the save for later property
- **B. Use a single DataRaptor to save the information**
- C. Create a reusable OmniScript for this process
- **D. Combine the three steps into one step**

Answer: B,D

Explanation:

When designing OmniScripts, the best practices that should be followed to optimize performance and user experience are:

* Use a single DataRaptor to save the information: Instead of using multiple DataRaptors to update the account information after each step, it is better to use a single DataRaptor at the end of the OmniScript to save all the information at once. This reduces the number of database operations and improves performance.

* Combine the three steps into one step: Instead of having three separate steps to capture the required information, it is better to combine them into one step with a simple layout. This reduces the number of page transitions and improves user experience.

The suggestions that are not best practices are:

* Create a reusable OmniScript for this process: This may not be necessary if the process is specific to creating new billing accounts and not used by other OmniScripts. Creating a reusable OmniScript may add complexity and maintenance overhead.

* Configure the save for later property: This may not be useful if the process is short and simple and does not require the user to resume it later. Configuring the save for later property may add unnecessary storage and retrieval logic.

NEW QUESTION # 67

what can a DataRaptor Extract do?

- A. Create data in multiple related objects
- **B. Retrieve data from multiple related objects**
- C. Load data from external sources
- D. Extract data from a spreadsheet

Answer: B

Explanation:

A DataRaptor Extract can retrieve data from multiple related objects. A DataRaptor Extract is a tool that can read data from a Salesforce object or invoke a Salesforce API, using SOQL queries or Apex methods. A DataRaptor Extract can also use filters, joins, and formulas to manipulate the data. A DataRaptor Extract can retrieve data from multiple related objects by using lookup or master-detail relationships in the SOQL queries or Apex methods

NEW QUESTION # 68

How many levels deep can reusable OmniScripts be nested?

- A. Unlimited
- B. 0
- C. 1
- D. 2

Answer: C

Explanation:

Reusable OmniScripts are OmniScripts that can be embedded within other OmniScripts to create modular and reusable components. They can be nested up to unlimited levels deep, as long as there are no circular references or conflicts between the parent and child OmniScripts.

The other options are not correct because:

* 2: This is too low and does not reflect the full potential of reusable OmniScripts.

* 5: This is also too low and does not reflect the full potential of reusable OmniScripts.

* 1: This is incorrect and does not make sense, as reusable OmniScripts are meant to be nested within other OmniScripts.

NEW QUESTION # 69

A business needs to create a FlexCard to display open cases for an account. The cases should display different depending on their priority.

* Low or Medium priority cases should display case data and an Update Account Info action.

* High priority cases should include a red border, an alert notification, and an Escalate action.

What is the most efficient way to meet these requirements?

- A. Create a FlexCard with two card states. Use conditions on the state to filter for priority.
- B. Create two FlexCards, one for Low / Medium priority cases and another for High priority cases.
- C. Create two FlexCards with one card state each. Use conditions on the states to filter for priority.
- D. Create a FlexCard with one card state. Use conditions on the fields and actions to filter for priority.

Answer: A

Explanation:

The most efficient way to meet the requirements is to create a FlexCard with two card states. A card state defines how a FlexCard displays data and actions based on certain conditions. The consultant can use conditions on the state to filter for priority, and then customize the fields and actions for each state. This way, the FlexCard can display different information and options for low/medium and high priority cases

NEW QUESTION # 70

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