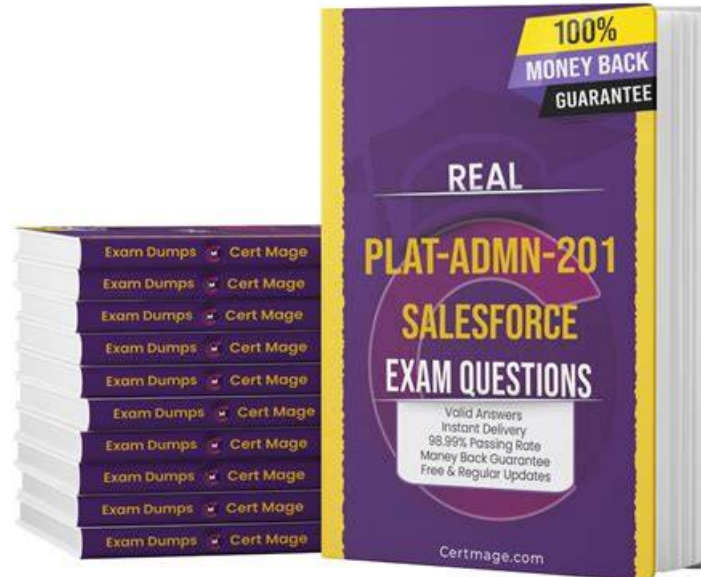


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Salesforce Plat-Con-201 Exam Syllabus Topics:

Section	Objectives
OmniScripts	- Conditional logic and dynamic user flows - Building guided user interactions with OmniScripts
Industry Use Cases and Deployment	- OmniStudio deployment and performance considerations - Best practices for Salesforce Industries solutions
Data Tools and Integration	- DataRaptor extraction, transformation, and load patterns - Integration Procedures and external system interaction
FlexCards	- Data sources and contextual display strategies - Designing and configuring FlexCards
OmniStudio Fundamentals	- OmniStudio architecture and components - Use cases for OmniStudio in Salesforce Industries

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Salesforce Certified Omnistudio Consultant Sample Questions (Q179-Q184):

NEW QUESTION # 179

A company is beginning their first project using Calculation Procedures & Matrices. The developers on the team are concerned about learning the new tool and how they will test their calculation procedures. The consultant recommends that they use the built-in simulator.

In this scenario, what benefit should the consultant highlight to the developer team?

- A. It aggregates data elements that have been calculated separately.
- **B. It generates sample input and output JSON that can be easily used to build DataRaptors.**
- C. It verifies data types in the algebraic calculations of the calculation procedure.
- D. It allows developers to create what-if calculations.

Answer: B

NEW QUESTION # 180

An organization needs to control pages or groups of fields in an OmniScript based on the choices made by the user. What should an OmniStudio Consultant do to meet this requirement?

- A. Use the Radio Input property on a Step or Block element.
- B. Use the Visibility Rules property on a Step or Block element.
- C. Create child OmniScripts for branched flow.
- **D. Use the Conditional View property on a Step or Block element.**

Answer: D

Explanation:

The verified answer is the Conditional View property on a Step or Block element. In OmniScript, conditional display logic is used to hide or show an element, a group of elements, a block, or a step based on user input or other data conditions. This directly satisfies the requirement to control pages or groups of fields based on choices made by the user. Creating child OmniScripts is excessive for normal branching visibility. Radio Input is only an input control; it can provide the selected value, but it does not itself control page or field visibility. "Visibility Rules" is not the precise OmniStudio property name used in the official documentation for this function.

NEW QUESTION # 181

A consultant is working with a client who wants to create guided interactions using data from their Salesforce org and external sources.

Which Omnistudio tool should the consultant recommend for creating these guided interactions?

- **A. Omniscripts**
- B. Data Mappers
- C. Integration Procedures
- D. Flexcards

Answer: A

Explanation:

The requirement is to create "guided interactions" that utilize data from both a Salesforce org and external sources. In Salesforce OmniStudio, OmniScripts is the tool specifically designed for building interactive, guided processes that lead users through a series of steps, integrating and displaying data from multiple sources, including Salesforce and external systems.

Here's why C. OmniScripts is the correct answer:

* Purpose of OmniScripts: OmniScripts are a core OmniStudio component used to create structured, step-by-step user experiences (guided interactions) that can incorporate data from Salesforce objects and external systems. They enable consultants to design dynamic, interactive interfaces with elements like text inputs, picklists, and buttons, guiding users through processes such as filling out forms, updating records, or completing workflows. OmniScripts support integration with other OmniStudio tools (e.g., DataRaptors and Integration Procedures) to fetch and manipulate data, making them ideal for this scenario.

* Handling Data from Multiple Sources:

* Salesforce Data: OmniScripts can use DataRaptors to extract or update data from Salesforce objects (e.g., retrieving Account details or updating a Case).

* External Sources: OmniScripts can leverage Integration Procedures to call external APIs or systems (e.g., pulling customer data from an ERP system) and then display or process that data within the script. For example, an OmniScript could guide a user to input customer information, fetch related Salesforce records using a DataRaptor Extract, and retrieve payment history from an external API via an Integration Procedure—all within a single, cohesive interaction.

* Guided Interaction Features: OmniScripts offer a drag-and-drop designer with elements like Steps, Inputs, and Actions, allowing consultants to craft a logical flow. Features like conditional visibility, validation rules, and navigation controls ensure the interaction is guided and user-friendly, meeting the client's need for a structured experience.

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

* A. FlexCards: FlexCards are designed to display data in a concise, card-based format (e.g., a summary of customer details or case status). While they can pull data from Salesforce and external sources (via DataRaptors or Integration Procedures), they are primarily read-only or lightly interactive displays, not tools for creating multi-step guided interactions. FlexCards are better suited for dashboards or quick views, not for guiding users through a process like data entry or decision-making.

* B. Integration Procedures: Integration Procedures are powerful tools in OmniStudio for orchestrating complex data operations, such as calling external REST APIs, transforming data, or chaining multiple actions. However, they are backend processes, not user-facing tools. They don't provide a UI or guided interaction framework—they support OmniScripts or FlexCards by supplying the data or logic needed.

Thus, they're a component of the solution, not the primary tool for guided interactions.

* D. Data Mappers: Data Mappers (likely a typo for "DataRaptors" in OmniStudio context) are used to extract, transform, load, or post data between Salesforce and OmniStudio components. For example, a DataRaptor Extract pulls Salesforce data, while a DataRaptor Turbo Extract maps it to JSON. However, DataRaptors are data-handling tools, not UI components. They can't create guided interactions on their own—they provide the data that OmniScripts or FlexCards use.

Why OmniScripts Stand Out:

OmniScripts are uniquely suited for this requirement because they combine a user interface with data integration capabilities. For instance, a consultant could design an OmniScript to:

* Display a welcome step with customer data fetched from Salesforce (via DataRaptor).

* Prompt the user to enter additional details, validated in real-time.

* Integrate external data (e.g., order status from a third-party system) using an Integration Procedure.

* Save all data back to Salesforce or the external system upon completion. This aligns perfectly with the need for "guided interactions" using data from multiple sources.

References:

* Salesforce OmniStudio Documentation: OmniScripts Overview - Describes OmniScripts as the tool for building guided processes with integrated data.

* Salesforce OmniStudio Developer Guide: OmniScript Designer - Details how OmniScripts support Salesforce and external data sources.

* Salesforce Help: Comparing OmniStudio Tools - Clarifies FlexCards for display, Integration Procedures for backend logic, and DataRaptors for data mapping, versus OmniScripts for guided interactions.

NEW QUESTION # 182

which Action element redirects the user outside an LWC OmniScript?

- A. Done
- B. Post to Object
- C. Navigate
- D. Response

Answer: C

Explanation:

The Action element that redirects the user outside an LWC OmniScript is Navigate. Navigate allows the user to navigate to a URL or a Salesforce record or page. Response, Done, and Post to Object are not Action elements, but End elements that terminate an OmniScript.

NEW QUESTION # 183

How many levels deep can reusable OmniScripts be nested?

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

Answer: B

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 # 184

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