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Salesforce Certified Omnistudio Consultant Sample Questions (Q28-Q33):

NEW QUESTION # 28

A company has a requirement to create a 360° view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains 5 child FlexCards inside the state of the parent FlexCard.

How many different data sources can be configured using FlexCards in this scenario?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: C

Explanation:

The number of different data sources that can be configured using FlexCards in this scenario is 6. A FlexCard can have one data source per state, and a state can have multiple child FlexCards, each with its own data source. Therefore, the parent FlexCard can have one data source for its state, and each of the 5 child FlexCards can have a different data source, making a total of 6 data sources

NEW QUESTION # 29

Which three functions are performed by Action elements in OmniScript?
Choose 3 answers

- A. Get and update data through APIs
- B. Organize data into multiple pages
- C. Get and update data in Salesforce
- D. Send DocuSign emails for signature
- E. Display error messages to the user

Answer: A,C,D

Explanation:

The three functions that are performed by Action elements in OmniScript are get and update data through APIs, send DocuSign emails for signature, and get and update data in Salesforce. Action elements are used to perform various operations on data within an OmniScript. Display error messages to the user is not a function of Action elements, but of Error elements. Organize data into multiple pages is not a function of Action elements, but of Page elements.

NEW QUESTION # 30

A company has several customer support departments. Each department has different case creation processes, but they want to unify them into a single LWC OmniScript. During the discovery, the consultant identifies two key requirements:

- * Each department has different case fields they need to capture
- * If the user cancels the process, they should return to a support console app

Which two OmniScript features should the consultant recommend to meet these requirements?

Choose 2 answers

- A. Set Enable Cancel in Setup
- B. Enable the Save for Later feature
- C. Add a Done action that redirects to the support console
- D. Use Conditional Views on steps for each department

Answer: A,D

Explanation:

* Set Enable Cancel in Setup (B) - This ensures that users can cancel the OmniScript process and be redirected to a specific URL (e.g., support console app).

* Use Conditional Views on steps for each department (C) - Conditional Views allow different fields to be displayed based on department-specific requirements, ensuring that each department only sees the fields relevant to them.

* A. Enable the Save for Later feature - This allows users to pause and resume the OmniScript later, but the question specifically asks about canceling the process, not saving progress.

* D. Add a Done action that redirects to the support console - The Done Action is used to submit the process, but the question focuses on handling the cancellation scenario, making "Enable Cancel" the better choice.

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

- * OmniScript Conditional Views
- * OmniScript Enable Cancel Option

NEW QUESTION # 31

A company has a requirement to create a 360° view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?

- A. Allows multiple data sources to be used
- B. Enables the FlexCard to be used on a community page

- C. Allows conditional views with the Toggle element on each child card
- D. Enables easier global styling changes

Answer: C

Explanation:

The advantage of embedding multiple child cards in this scenario is that it allows multiple data sources to be used. A child card can have its own data source independent of the parent card or other child cards. This way, the consultant can use different data sources for each child card, such as Salesforce objects or external systems, and display them in one FlexCard canvas

NEW QUESTION # 32

which Action element redirects the user outside an LWC OmniScript?

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

Answer: D

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 # 33

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