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Salesforce Certified Omnistudio Consultant Sample Questions (Q82-Q87):

NEW QUESTION # 82

A company needs to create a quoting process for its internal agents. During quoting the agent select a product that is passed to the Omniscript with product details including the unit price, and specifies the grade (A, B, C, D, E) size (Small, Medium, Large, X-Large). The process should use the grade and size to look up a discount factor, then multiply the unit price by that discount to return the quote.

Which two tools should the to meet these

Choose 2 answers

- A. Data Mapper Extract

- B. Decision Matrix
- C. Data Mapper Transform
- D. Expression Set

Answer: A,B

Explanation:

The requirement involves creating a quoting process within an OmniScript where an agent selects a product (with a unit price), specifies grade and size, looks up a discount factor based on those inputs, and calculates the final quote. Two OmniStudio tools are needed to achieve this: Decision Matrix and DataRaptor Extract.

Here's why C. Decision Matrix and D. DataRaptor Extract are the correct answers:

* C. Decision Matrix:

* Purpose: A Decision Matrix in OmniStudio is a tool used to look up values based on multiple input conditions, returning a result that can be used in calculations or processes. It's essentially a configurable lookup table stored as a Salesforce custom object (DecisionMatrixDefinition).

* Application: In this scenario, the Decision Matrix is ideal for determining the discount factor based on the combination of grade (A, B, C, D, E) and size (Small, Medium, Large, X-Large).

For example:

* Grade A + Small = 0.9 (10% discount)

* Grade B + Large = 0.85 (15% discount)

* And so on for all 20 combinations (5 grades × 4 sizes).

* Integration with OmniScript: The OmniScript can call the Decision Matrix via an Integration Procedure or directly reference it in a Calculation Action, passing Grade and Size as inputs and receiving the DiscountFactor as output.

* Why It Fits: The requirement explicitly states "look up a discount factor," and Decision Matrix is purpose-built for such multi-variable lookups, making it more efficient than manual coding or other tools.

* D. DataRaptor Extract:

* Purpose: A DataRaptor Extract retrieves data from Salesforce objects and maps it into a JSON format usable by OmniScripts or other components.

* Application: The product details, including the UnitPrice, are passed to the OmniScript when the agent selects a product. A DataRaptor Extract is needed to fetch this product data from a Salesforce object (e.g., Product2 or a custom object like QuoteLineItem__c) based on the selected product's ID. The extracted data (e.g., { "ProductId": "01t...", "UnitPrice": 100 }) is then available in the OmniScript's data JSON.

* Role in Calculation: After the Decision Matrix provides the discount factor, the OmniScript can use a Calculation Action to multiply the UnitPrice (from the DataRaptor Extract) by the DiscountFactor (from the Decision Matrix) to compute the quote (e.g., $100 * 0.9 = 90$).

* Why It Fits: The process starts with product selection, and DataRaptor Extract is the standard OmniStudio tool for retrieving Salesforce data like unit price.

* How They Work Together:

* DataRaptor Extract: Fetches product details (e.g., UnitPrice) when the agent selects a product.

* Decision Matrix: Looks up the discount factor based on Grade and Size inputs.

* Calculation Action in OmniScript: Multiplies UnitPrice by DiscountFactor to return the quote.

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

* A. DataRaptor Transform: A DataRaptor Transform manipulates or reshapes data (e.g., converting JSON structures or applying formulas) but doesn't retrieve data from Salesforce or perform lookups like a Decision Matrix. While it could theoretically calculate the quote after data is fetched, it's not needed here since a Calculation Action within OmniScript can handle the multiplication, and it doesn't address the lookup requirement.

* B. Expression Set: An Expression Set defines reusable formulas or conditions in OmniStudio, often used in Integration Procedures or Calculations. While it could compute the final quote (e.g., $\text{UnitPrice} * \text{DiscountFactor}$), it doesn't retrieve data or perform lookups based on grade and size. It's a supporting tool, not a primary solution for this requirement.

References:

* Salesforce OmniStudio Documentation: Decision Matrix Overview - Describes using Decision Matrices for multi-condition lookups.

* Salesforce OmniStudio Developer Guide: DataRaptor Extract - Details retrieving Salesforce data for OmniScript use.

NEW QUESTION # 83

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

- A. Replicate existing processes as-is
- B. Provide keystroke commands for data entry

- C. Divide complex processes into sections
- D. Prefill data for users when possible
- E. Provide user help text

Answer: C,D,E

Explanation:

When designing OmniScripts, the best practices that should be followed to increase user adoption are:

- * Prefill data for users when possible (This reduces user effort and improves data quality)
 - * Divide complex processes into sections (This makes the script more manageable and user-friendly)
 - * Provide user help text (This guides the user through the script and clarifies any doubts)
- The best practices that should not be followed to increase user adoption are:
- * Replicate existing processes as-is (This may not leverage the full potential of OmniStudio and may not address the pain points of the users)
 - * Provide keystroke commands for data entry (This may not be intuitive or accessible for all users and may require additional training)

NEW QUESTION # 84

A company wants to create a guided process for their customers. The process needs to retrieve data from Salesforce as well as external systems, and the steps of the process will branch depending on input from the user. Users will complete the process in a single session.

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

- A. FlexCards and DataRaptors
- B. OmniScripts and DataRaptors
- C. FlexCards and Integration Procedures
- D. OmniScripts and Integration Procedures

Answer: D

Explanation:

The consultant should design the solution using OmniScripts and Integration Procedures to meet these requirements. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to create the guided process for the customers. 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 Integration Procedures to retrieve data from Salesforce as well as external systems, and store it in a JSON object for display or processing in the OmniScript

NEW QUESTION # 85

A company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take.

Based on the user analysis exhibit shown below, which three actions should appear on the card?

Choose 3 answers

- A. Make a payment
- B. Request higher limit
- C. Verify a transaction
- D. View statements
- E. View credit score history

Answer: A,B,C

Explanation:

Based on the user analysis exhibit, the three actions that should appear on the card are: verify a transaction, request higher limit, and make a payment. These actions have the highest frequency and importance scores among the six actions listed. The other actions, such as view credit score history, view statements, and view rewards, have lower frequency and importance scores, and can be accessed through other means

NEW QUESTION # 86

A consultant is working with a client who wants to display specific account information on a Flexcard.

The client wants to include account status, priority level, creation date, and company logo. They also want to include actions such as closing a case, opening a new case, or creating a task.

What is the best approach for the consultant to meet the client's requirements?

- A. Use Data Mappers to transfer and transform the necessary data.
- B. Use Omniscripts to ,,, script that display .. required information
- **C. Use the Flexcard Designer to create a Flexcard, adding the necessary fields and actions.**
- D. Use Integration Procedures to integrate the necessary data

Answer: C

Explanation:

* FlexCards (B) - FlexCards are the best choice because they are designed to display account-related information such as status, priority level, creation date, and company logo while also allowing the inclusion of actions (e.g., closing a case, opening a new case, creating a task).

* FlexCards provide a user-friendly UI with clickable actions that can trigger OmniScripts or Integration Procedures to process user interactions.

* A. Use OmniScripts - OmniScripts are for step-by-step guided interactions but are not primarily used for displaying static account information.

* C. Use Integration Procedures - Integration Procedures fetch and transform data but do not provide a user interface. They can be used within FlexCards but are not the solution on their own.

* D. Use Data Mappers - Salesforce does not have a native "Data Mappers" tool; data transformation is handled by DataRaptors or Integration Procedures.

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

* FlexCards Overview

* Configuring Actions in FlexCards

NEW QUESTION # 87

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