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## Salesforce Certified Omnistudio Consultant Sample Questions (Q66-Q71):

**NEW QUESTION # 66**
Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile number, and email. None of the contact information on first step is required.
On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the customer says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer's email address.
What should the consultant recommend to meet this requirement?

- A. Add a Validation Rule to the Contact object
- B. Add a DataRaptor to retrieve the email address
- C. Add a Set Errors element
- D. Add a Conditional View to the last step

**Answer: C**

Explanation:
The consultant should recommend adding a Set Errors element to meet this requirement. A Set Errors element can display an error

message and prevent the OmniScript from proceeding if certain conditions are not met.
The consultant can use a Set Errors element to check if the email address field is empty when the agent selects the checkbox to email the receipt. If it is empty, the Set Errors element can show an error message and direct the user to return to the first step and enter the customer's email address

## NEW QUESTION # 67

A business wants to display cases for an account using FlexCards. The cases should be organized in a tabular list by case status, so that Escalated cases appear first, followed by Active and Closed cases.
Which FlexCard feature should the consultant recommend to meet this requirement?

- A. States with conditions to filter by case status
- B. A Datatable element with the Group By property
- C. Child FlexCards in a parent FlexCard with the Group By property
- D. flyout with child FlexCards with conditions to filter by case status

**Answer: B**

Explanation:
The FlexCard feature that the consultant should recommend to meet this requirement is a Datatable element with the Group By property. A Datatable element is an element that can display data in a tabular format, with columns and rows. The consultant can use a Datatable element to display the cases for an account, with columns for case status, case number, subject, etc. The Group By property is a property that allows grouping data by one or more fields, such as case status. The consultant can use the Group By property to organize the cases by case status, so that Escalated cases appear first, followed by Active and Closed cases

## NEW QUESTION # 68

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

**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 # 69**

A telecommunications company wants to create a 360° view of their customers, including all customer install products grouped by service address. During the discovery phase of the project, the consultant identifies that installed products can have 4 different statuses. Agents complete different processes, depending on status of installed product. The consultant creates an inventory of all statuses and processes as shown below.

* Status = Active
o Pay bill
o Review usage
o Cancel service
* Status = Suspended
o Pay bill
o Reconnect service
o Cancel service
* Status = Pending installation
o Set up billing
o Schedule installation
o Cancel installation
* Status = Canceled
o Reconnect service o Cancel service
* Status = Pending installation
o Set up billing

o Scheduleinstallation
o Cancel installation
* Status = Canceled
o Pay bill
o Disconnect service
o Reconnect service
Which two FlexCard features should the consultant use to meet these requirements?
Choose 2 answers

- A. Custom Style
- B. Flyout
- C. OmniStudio Action
- D. States

**Answer: C,D**

Explanation:
The two FlexCard features that the consultant should use to meet these requirements are States and OmniStudio Action. A State is a condition that determines how a FlexCard displays data and actions based on certain criteria. The consultant can use States to filter the installed products by their status and display different fields and actions accordingly. An OmniStudio Action is a button that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can use OmniStudio Actions to enable the agents to complete different processes for each installed product, such as pay bill, cancel service, etc

**NEW QUESTION # 70**
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. OmniScripts and DataRaptors
- B. FlexCards 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 # 71**
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