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Salesforce Certified Omnistudio Consultant Sample Questions (Q86-Q91):

NEW QUESTION # 86

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. Create a reusable OmniScript for this process
- B. Use a single DataRaptor to save the information
- C. Configure the save for later property
- 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 # 87

Which OmniScript element can be used to retrieve data from more than one source?

- A. Calculation Action
- B. DataRaptor Extract Action
- C. Matrix Action
- D. Integration Procedure Action

Answer: D

Explanation:

The OmniScript element that can be used to retrieve data from more than one source is Integration Procedure Action. An Integration Procedure Action can execute an Integration Procedure that can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the Integration Procedure Action can retrieve data from different sources, such as Salesforce objects or external systems, and store it in a JSON object for the OmniScript to display

NEW QUESTION # 88

Which two OmniScript components should the consultant recommend using to meet this validation requirement?

Choose 2 answers

- A. Calculation
- B. Formula
- C. Messaging
- D. Alert

Answer: A,B

Explanation:

Comprehensive and Detailed In-Depth Explanation: The question asks for two OmniScript components that are best suited to meet a "validation requirement." Since the specific validation requirement isn't provided, I'll assume a common scenario in OmniStudio: validating user input or data within an OmniScript to ensure it meets certain conditions (e.g., checking if a field value is within an acceptable range, matches a pattern, or satisfies a business rule). Based on official Salesforce OmniStudio documentation, the Calculation and Formula components are the most appropriate tools for implementing validation logic within an OmniScript.

Here's why Calculation and Formula are the correct answers:

* C. Calculation: The Calculation component (specifically, a Calculation Action) in OmniScript is used to perform operations on data, including validation logic. It allows you to execute calculations, manipulate data, and set conditions based on user inputs or retrieved data. For example, a Calculation Action can check if a numeric input exceeds a threshold (e.g., Quantity > 100) or if a text field matches a required format. It can then set a flag (e.g., isValid = true/false) that can be used to control the OmniScript flow—such as displaying an error or blocking navigation. Calculation Actions are highly versatile because they support OmniScript's JSON data structure and can integrate with external data sources via DataRaptors or Integration Procedures. According to the OmniStudio documentation, Calculation Actions are ideal for complex validations requiring multiple steps or data transformations.

* D. Formula: The Formula component is a lightweight, inline element in OmniScript used to evaluate expressions and perform simple validations directly within the script. It leverages OmniScript's formula syntax (similar to Salesforce formulas) to compute values or check conditions. For instance, a Formula can validate that a date input is not in the past (e.g., TODAY() <= InputDate) or that a text field contains a specific substring. Unlike Calculation Actions, Formulas are embedded within a specific field or step and are best for straightforward, single-expression validations. The result of a Formula can be used to show/hide elements, set field values, or trigger other actions, making it a key tool for real-time validation.

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

* A. Messaging: The Messaging component in OmniScript is designed to display informational, warning, or error messages to the user based on predefined conditions or data. While it can communicate the result of a validation (e.g., "Please enter a valid phone number"), it does not perform the validation itself. It is a presentation tool, not a validation mechanism. For example, you might use a Formula to check if a field is empty and then use Messaging to display an error, but Messaging alone cannot enforce or evaluate the validation requirement.

* B. Alert: The Alert component is similar to Messaging in that it displays notifications or prompts to the user, often with more prominence (e.g., a pop-up). It's useful for alerting users about validation failures (e.g., "Input exceeds maximum allowed value"), but it does not contain logic to perform the validation.

Like Messaging, it relies on other components (e.g., Calculation or Formula) to determine whether an alert should be shown.

Why Calculation and Formula Together?

In practice, Calculation and Formula complement each other for validation requirements:

* Use Formula for simple, field-level validations that need immediate feedback (e.g., checking if an email contains "@").

* Use Calculation for multi-step or complex validations that involve multiple fields, external data, or conditional logic (e.g., validating a combination of inputs against a business rule). Together, they provide a robust framework to enforce validation within an OmniScript, ensuring data integrity before submission or progression.

Example Scenario:

Suppose the validation requirement is to ensure a user-entered "Discount Percentage" is between 0 and 50:

* A Formula could be added to the Discount field: AND(Discount >= 0, Discount <= 50), setting a Boolean flag (isDiscountValid).

* A Calculation Action could then check isDiscountValid and, if false, update a variable to trigger an error message or block the Next button.

This combination ensures both the validation logic and its enforcement are handled effectively.

References:

* Salesforce OmniStudio Documentation: OmniScript Actions - Describes Calculation Action for data manipulation and validation.

* Salesforce OmniStudio Developer Guide: Formula Element - Details how Formulas evaluate conditions and support validation.

* Salesforce Help: OmniScript Designer - Explains Messaging and Alert as display tools, not validation components.

NEW QUESTION # 89

A Salesforce OmniStudio Consultant is creating an OmniScript for a client's customer service process. The consultant wants to enhance the performance and usability of the OmniScript. What is one best practice the consultant can follow to achieve this?

- A. Use Angular OmniScripts.
- B. Use the Salesforce Lightning App Builder.
- C. Use custom Lightning Web Components with LWC OmniScripts.
- D. Use the Classic OmniScript Designer.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: The goal is to enhance the performance and usability of an OmniScript for a

customer service process. In Salesforce OmniStudio, a key best practice for achieving this is B. Use custom Lightning Web Components (LWC) with LWC OmniScripts, as it leverages modern web standards, improves performance, and enhances usability through tailored functionality.

Here's why B is the correct answer:

- * LWC OmniScripts Overview: OmniStudio supports two types of OmniScripts: Standard OmniScripts (built on AngularJS) and LWC OmniScripts (built on Lightning Web Components). LWC OmniScripts are the newer, recommended approach, offering better performance due to their lightweight framework and Salesforce's native LWC architecture.

- * Custom LWCs: By integrating custom Lightning Web Components into an LWC OmniScript, the consultant can:

- * Enhance Performance: LWCs are faster than Angular-based components because they use the browser's native Web Components standard, reducing overhead and improving load times.

- * Improve Usability: Custom LWCs allow for highly tailored UI elements or logic (e.g., a dynamic form or real-time validation) that go beyond standard OmniScript elements, making the customer service process more intuitive and efficient.

- * Example: A custom LWC could display a collapsible FAQ section or a real-time chat widget within the OmniScript, improving the agent's workflow.

- * Best Practice Alignment: The OmniStudio documentation explicitly recommends transitioning to LWC OmniScripts for new implementations and using custom LWCs to extend functionality, as they align with Salesforce's long-term platform strategy and provide a responsive, scalable solution.

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

- * A. Use the Salesforce Lightning App Builder: Lightning App Builder is a tool for creating Lightning pages, not OmniScripts. While it can embed an OmniScript via a component, it's not a best practice for enhancing the OmniScript itself—it's a deployment mechanism, not a development approach.

- * C. Use Angular OmniScripts: Standard OmniScripts (based on AngularJS) are the older framework and are being phased out in favor of LWC OmniScripts. They are less performant due to AngularJS's heavier footprint and lack the flexibility of LWCs, making them a poor choice for enhancing performance and usability.

- * D. Use the Classic OmniScript Designer: There's no "Classic OmniScript Designer" in OmniStudio—Classic refers to Salesforce's pre-Lightning UI. The OmniScript Designer is a Lightning-based tool, and reverting to older Salesforce paradigms contradicts performance and usability goals.

References:

- * Salesforce OmniStudio Documentation: LWC OmniScripts - Highlights performance benefits and custom LWC integration.

- * Salesforce OmniStudio Developer Guide: Best Practices - Recommends LWC OmniScripts for modern development.

NEW QUESTION # 90

How many levels deep can reusable OmniScripts be nested?

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

Answer: D

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 # 91

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