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## Salesforce Certified Omnistudio Consultant Sample Questions (Q123-Q128):

### NEW QUESTION # 123

A consultant is designing a FlexCard for a client. The client wants to customize the look of each element on the FlexCard. What tool

should the consultant use to meet the client's requirements?

- A. Use OmniScripts to customize the look of each element.
- **B. Use the style panel in the FlexCard Designer to customize the look of each element.**
- C. Use Integration Procedures to customize the look of each element.
- D. Use DataRaptor to customize the look of each element.

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement is to customize the appearance (look) of each element on a FlexCard. In Salesforce OmniStudio, the Style Panel in the FlexCard Designer is the dedicated tool for this purpose, making C the correct answer.

Here's why C. Use the style panel in the FlexCard Designer to customize the look of each element is the correct answer:

\* Style Panel Overview: The FlexCard Designer includes a Style Panel (accessed in the properties pane) that allows consultants to customize the visual properties of individual elements (e.g., Text, Image, Button, Datatable) on a FlexCard. This includes settings like:

- \* Font size, color, and weight.
- \* Background color or image.
- \* Borders (style, width, color).
- \* Padding and margins.
- \* Custom CSS for advanced styling

\* Meeting the Requirement:

\* Element-Level Customization: The Style Panel enables granular control over each element. For example, a Text element displaying a customer name can be styled with a bold red font, while a Button can have a blue background and rounded corners.

\* Ease of Use: It's a no-code solution within the FlexCard Designer, requiring no external tools or coding expertise, aligning with OmniStudio's low-code philosophy.

\* Preview: Changes made in the Style Panel are instantly previewable in the designer, ensuring the client's vision is met efficiently.

\* Example: If the FlexCard shows case details, the consultant could use the Style Panel to make the case number bold and blue, add a red border to an "Open" status badge, and adjust the Datatable's row height—all tailored to the client's preferences.

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

\* A. Use DataRaptor to customize the look of each element: A DataRaptor (e.g., DataRaptor Extract or Transform) handles data retrieval and manipulation, not visual styling. It provides the data displayed on the FlexCard but has no role in customizing the appearance of elements.

\* B. Use Integration Procedures to customize the look of each element: Integration Procedures orchestrate backend logic and API calls, not UI styling. They can fetch data or process actions but don't influence the look of FlexCard elements.

\* D. Use OmniScripts to customize the look of each element: OmniScripts are for guided processes, not for designing or styling FlexCards. While OmniScripts have their own styling options, they're separate from FlexCards and irrelevant to this requirement.

References:

\* Salesforce OmniStudio Documentation: FlexCard Designer - Describes the Style Panel for customizing element appearance.

\* Salesforce OmniStudio Developer Guide: Styling FlexCards - Details CSS and style options in the designer.

## NEW QUESTION # 124

A business has a requirement to display cases in a console for service agents. Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

- A. Styling
- B. Flyouts
- C. State
- **D. Conditional View**

**Answer: D**

Explanation:

The FlexCard functionality that can be used to meet this requirement is Conditional View. A Conditional View is a property that determines whether a FlexCard element, such as a field or an action, is visible or hidden based on certain conditions. The consultant can use a Conditional View to show or hide the reopen case action based on the status of the case.

### NEW QUESTION # 125

What is the purpose of Step elements in OmniScript?

- A. Enables the use of repeatable blocks
- B. Groups elements that extract data
- C. Organizes the script into one or more pages
- D. Allows the user to input data

**Answer: C**

Explanation:

Step elements are used to organize the OmniScript into one or more pages. They define the layout, navigation, and visibility of the OmniScript elements. They can also have pre- and post-actions that can execute DataRaptors, Integration Procedures, or other processes before or after the user completes the step.

The other options are not correct because:

\* Allows the user to input data: This is not the purpose of Step elements, but of Input elements, such as Text, Number, Date, Picklist, etc.

\* Groups elements that extract data: This is not the purpose of Step elements, but of Data Source elements, such as DataRaptor Extract, Integration Procedure Extract, etc.

\* Enables the use of repeatable blocks: This is not the purpose of Step elements, but of Repeatable Block elements, which allow the user to add or remove multiple instances of a group of elements.

### NEW QUESTION # 126

A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 more actions to the existing FlexCard. All 8 actions are equally important and used with the same frequency. The business wants to display the name and icon for each action. However, when reviewing the existing design, the consultant notices that the FlexCard is overloaded with actions. What FlexCard design solution should the consultant recommend?

- A. Add a menu element and include all the actions
- B. Use a block element to add these new actions
- C. Create a new contact FlexCard for the new actions
- D. Add a flyout to the existing FlexCard

**Answer: A**

Explanation:

The FlexCard design solution that the consultant should recommend is to add a menu element and include all the actions. A menu element can display a list of actions in a dropdown menu, with icons and labels for each action. The consultant can use a menu element to show all the 8 actions in the FlexCard, without overloading it with buttons or links. This will improve the user experience and the design of the FlexCard.

### NEW QUESTION # 127

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

**Answer: A**

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 # 128

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