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Salesforce is a cloud-based software company that provides customer relationship management (CRM) solutions to businesses of all sizes. It offers a wide range of products and services, including sales, marketing, customer service, and analytics tools. The company has become the leader in the CRM industry, thanks to its innovative solutions and advanced technology.

## **Salesforce Certified OmniStudio Consultant Sample Questions (Q107-Q112):**

### **NEW QUESTION # 107**

When designing OmniStudio solutions, what are two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts?

Choose 2 answers

- A. They future-proof your front-end design.
- B. They combine multiple actions into a single server call.
- C. They can retrieve Salesforce data from multiple objects faster.
- D. They enable better usability in digital interactions.

**Answer: A,B**

Explanation:

The two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts are: they future-proof your front-end design and they combine multiple actions into a single server call. An Integration Procedure can abstract the data source from the front-end design, making it easier to change or update the data source without affecting the FlexCard or OmniScript. An Integration Procedure can also execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services in one call, reducing the number of requests and processing time.

### NEW QUESTION # 108

A company has designed a process that extracts a large amount of data from a Salesforce object. Due to the volume of data that will be retrieved, it is important that Governor limits are not exceeded.

What solution should the consultant recommend?

- A. Integration Procedure and DataRaptor Turbo Extract
- B. DataRaptor Turbo Extract
- C. DataRaptor Extract with Chaining
- D. Calculation Procedure and DataRaptor Turbo Extract

**Answer: A**

### NEW QUESTION # 109

A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps.

Which OmniScript feature should the consultant recommend to meet this requirement?

- A. User Roles
- B. Script Profiles
- C. Conditional Views
- D. Script Configuration

**Answer: C**

### NEW QUESTION # 110

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?

INFO	QUERY TOPIC	TASK	TASK FREQUENCY	TASK IMPORTANCE
Account	Credit limit	Request higher limit	Annual	Low
Account	Interest rate	Request to lower interest rate	Annual	Low
Account	Account number	View full account number	Annual	Low
Account	Credit score	View credit score history	Monthly	Medium
Billing	Payment type	Change payment type	Annual	Low
Billing	Payment method (email, mail, etc.)	Change payment method	Annual	Low
Billing	Payment due date	Make a payment	Monthly	High
Billing	Account balance	Make a payment	Monthly	High
Billing	Payment overdue	Make a payment	Rarely	High
Fraud	Fraud alert	Verify a transaction	Rarely	High
Loyalty	Point balance	Redeem points	Annual	Low
Transactions	Latest transaction	View statements	Monthly	Medium
Transactions	Transaction history	View transaction details	Monthly	Low

Choose 3 answers

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

**Answer: B,D,E**

Explanation:

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 # 111

A business needs a 360° view of their accounts, including a FlexCard to display all of the products sold to the account. The business identified 20 different data elements and 10 actions that users would need when viewing the product information. Once all of the elements were collected together on the FlexCard, it looked cluttered.

What FlexCard feature should the consultant recommend to address this issue?

- A. Zones
- B. States
- C. Actions
- D. Flyouts

**Answer: D**

## NEW QUESTION # 112

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