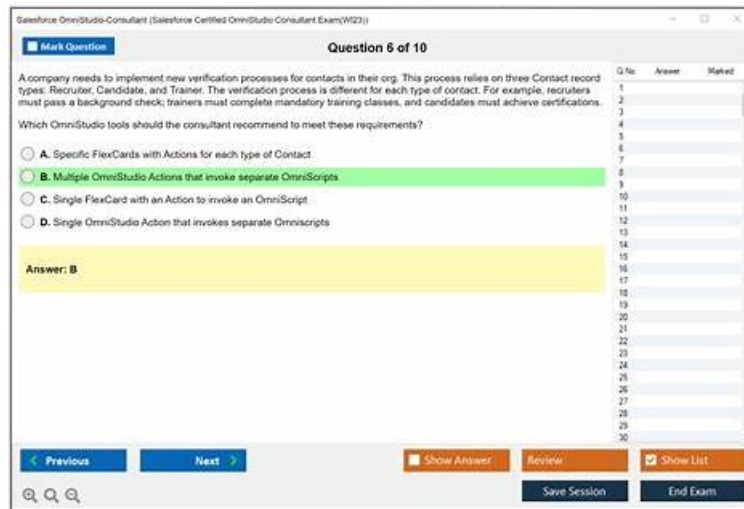# TOP Plat-Con-201 Practice Test Pdf - Trustable Salesforce Salesforce Certified Omnistudio Consultant - Practice Plat-Con-201 Engine

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

NEW QUESTION # 86
A business wants to create an OmniScript that allows call center agents to schedule field service appointments with customers. The process needs to retrieve available appointment dates from an external system via a REST A [and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation should display with rich text and images.
Which three OmniScript elements should be used to meet these requirements?
Choose 3 answers

- A. HTTP Action

- B. Text Block
- C. Multi-select
- D. Select
- E. Text Area

Answer: A,B,D

NEW QUESTION # 87
A business has a requirement to display cases in a console for service agents. Cases can have avariety 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. Conditional View
- B. State
- C. Flyouts
- D. Styling

Answer: A

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 # 88
A company needs to create a quoting process for its internal agents. During quoting, the agent selects a product that is passed to the
OmniScript with product details including the unit price, and specifies the grade (A, B, C, D, E) and 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 be used to meet these requirements?
Choose 2 answers

- A. Decision Matrix
- B. DataRaptor Transform
- C. DataRaptor Extract
- D. Expression Set

Answer: A,C

Explanation:
Comprehensive and Detailed In-Depth 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 customobject
(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., UnitPrice * 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 # 89
A company has an existing OmniScript that gathers customer information. User feedback suggests that the current process requires too much typing because all the data is entered into input text fields. The users also are concerned because there is no validation in the data that is entered, and users can sometimes enter data that contains errors. The required inputs are first name, last name, age, and email, users are also presented a brief questionnaire regarding customer satisfaction.
Which three input elements can the consultant recommend to improve usability and to provide validation?
Choose 3 answers

- A. Range
- B. Headline
- C. Email
- D. Text Area
- E. Radio Group

Answer: A,C,E

Explanation:
The three input elements that can be recommended to improve usability and provide validation are Radio Group, Email, and Range. Radio Group allows the user to select one option from a list of values, which reduces typing and ensures valid input. Email validates that the input is a valid email address format. Range allows the user to select a numeric value within a specified range using a slider, which reduces typing and ensures valid input. Headline is not an input element, but a display element that shows text in large font size.
Text Area is not suitable for this scenario, as it allows the user to enter multiple lines of text without validation.

NEW QUESTION # 90
A consultant Is designing a solution for a client using Omnistudio. The client wants to display data and launch actions from their Salesforce org.
Which OmniStudio tool should the consultant use to meet this requirement?

- A. FlexCards

- B. DataRaptors
- C. Integration Procedures
- D. OmniScripts

Answer: A

Explanation:
* FlexCards (B) - FlexCards are designed to display data from Salesforce and launch actions such as OmniScripts, Integration Procedures, or external API calls.
* FlexCards allow users to interact with data dynamically while keeping the UI simple and intuitive.
* A. DataRaptors - These are used for extracting, transforming, and loading data, but they do not have a UI component to display data.
* C. OmniScripts - OmniScripts are used for step-by-step guided interactions but are not meant for displaying data at a glance like FlexCards.
* D. Integration Procedures - These are used for server-side processing but do not display data or provide UI elements.
Comprehensive and Detailed In-Depth Explanation:Why not the other options?? Salesforce OmniStudio Reference:
* FlexCards Overview
* Launching Actions from FlexCards

NEW QUESTION # 91

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