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Salesforce Certified Omnistudio Consultant Sample Questions (Q61-Q66):

NEW QUESTION # 61

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 custom Lightning Web Components with LWC OmniScripts.

- B. Use the Salesforce Lightning App Builder.
- C. Use Angular OmniScripts.
- D. Use the Classic OmniScript Designer.

Answer: A

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 # 62

A business implements a simple OmniScript in their call center that allows agents to quickly create a case when on the phone with customers. The OmniScript has been running successfully in the call center for over a year. The business decides it wants to allow partners to create cases directly from their Community portal.

What is the most efficient solution that the consultant can propose to meet this new requirement?

- A. Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.
- B. Duplicate the existing OmniScript and deploy the new script on the website.
- C. Deploy the existing OmniScript to the Community portal using OmniOut.
- D. Embed the existing OmniScript as a reusable component within a new Community OmniScript.

Answer: A

Explanation:

The most efficient solution is to clone the existing OmniScript to a new LWC OmniScript and deploy it to the Community portal. LWC OmniScripts are designed for web-based interactions and can be easily embedded in any web page. OmniOut is not a tool for deploying OmniScripts, but a feature that allows users to export data from an OmniScript. Embedding the existing OmniScript as a reusable component within a new Community OmniScript would require creating an unnecessary wrapper script. Duplicating the existing OmniScript would create redundant code and maintenance issues.

NEW QUESTION # 63

A consultant designs a FlexCard with five card states following best practices. Four of the card states have a condition. At runtime, if two of the states' condition are true, which state will be displayed?

- A. The state with a true condition that has the highest priority
- B. The first state with a true condition closest to the top of the canvas
- C. The first state with the highest priority closest to the top of the canvas
- D. The state closest to the top of the canvas

Answer: A

Explanation:

The state that will be displayed at runtime if two of the states' condition are true is the state with a true condition that has the highest priority. Priority is a field on the state object that determines the order in which states are evaluated when there are multiple states with true conditions. The lower the priority number, the higher the precedence. The position of the state on the canvas or the order of evaluation does not affect the state selection logic.

NEW QUESTION # 64

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 view the product information. Once all of the elements are collected together on the FlexCard, it looks cluttered.

Which two FlexCard features should the consultant recommend to address this issue?

Choose 2 answers

- A. Use a flyout action to display additional information
- B. Use a table or chart to display data
- C. Put specific fields in a collapsible block
- D. Use a condition to hide data unless specific criteria are met

Answer: A,C

Explanation:

The two FlexCard features that the consultant should recommend to address this issue are Flyout and Block elements. A Flyout is a pop-up window that can display additional information or actions for a FlexCard. The consultant can use a Flyout to show more details or options for each product without cluttering the main FlexCard. A Block element is a container that can group related fields and elements in a FlexCard. The consultant can use a Block element with the Collapse property enabled to allow the user to expand or collapse a section of the FlexCard, such as specific fields or actions

NEW QUESTION # 65

A consultant is working with a client who wants to create guided interactions using data from their Salesforce org and external sources.

Which Omnistudio tool should the consultant recommend for creating these guided interactions?

- A. Integration Procedures
- B. Omniscripts
- C. Flexcards
- D. Data Mappers

Answer: B

Explanation:

The requirement is to create "guided interactions" that utilize data from both a Salesforce org and external sources. In Salesforce OmniStudio, OmniScripts is the tool specifically designed for building interactive, guided processes that lead users through a series of steps, integrating and displaying data from multiple sources, including Salesforce and external systems.

Here's why C. OmniScripts is the correct answer:

* Purpose of OmniScripts: OmniScripts are a core OmniStudio component used to create structured, step- by-step user experiences (guided interactions) that can incorporate data from Salesforce objects and external systems. They enable consultants to design dynamic, interactive interfaces with elements like text inputs, picklists, and buttons, guiding users through processes such as filling out forms, updating records, or completing workflows. OmniScripts support integration with other OmniStudio tools (e.g.,

DataRaptors and Integration Procedures) to fetch and manipulate data, making them ideal for this scenario.

* Handling Data from Multiple Sources:

* Salesforce Data: OmniScripts can use DataRaptors to extract or update data from Salesforce objects (e.g., retrieving Account details or updating a Case).

* External Sources: OmniScripts can leverage Integration Procedures to call external APIs or systems (e.g., pulling customer data from an ERP system) and then display or process that data within the script. For example, an OmniScript could guide a user to input customer information, fetch related Salesforce records using a DataRaptor Extract, and retrieve payment history from an external API via an Integration Procedure—all within a single, cohesive interaction.

* Guided Interaction Features: OmniScripts offer a drag-and-drop designer with elements like Steps, Inputs, and Actions, allowing consultants to craft a logical flow. Features like conditional visibility, validation rules, and navigation controls ensure the interaction is guided and user-friendly, meeting the client's need for a structured experience.

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

* A. FlexCards: FlexCards are designed to display data in a concise, card-based format (e.g., a summary of customer details or case status). While they can pull data from Salesforce and external sources (via DataRaptors or Integration Procedures), they are primarily read-only or lightly interactive displays, not tools for creating multi-step guided interactions. FlexCards are better suited for dashboards or quick views, not for guiding users through a process like data entry or decision-making.

* B. Integration Procedures: Integration Procedures are powerful tools in OmniStudio for orchestrating complex data operations, such as calling external REST APIs, transforming data, or chaining multiple actions. However, they are backend processes, not user-facing tools. They don't provide a UI or guided interaction framework—they support OmniScripts or FlexCards by supplying the data or logic needed.

Thus, they're a component of the solution, not the primary tool for guided interactions.

* D. Data Mappers: Data Mappers (likely a typo for "DataRaptors" in OmniStudio context) are used to extract, transform, load, or post data between Salesforce and OmniStudio components. For example, a DataRaptor Extract pulls Salesforce data, while a DataRaptor Turbo Extract maps it to JSON. However, DataRaptors are data-handling tools, not UI components. They can't create guided interactions on their own—they provide the data that OmniScripts or FlexCards use.

Why OmniScripts Stand Out:

OmniScripts are uniquely suited for this requirement because they combine a user interface with data integration capabilities. For instance, a consultant could design an OmniScript to:

* Display a welcome step with customer data fetched from Salesforce (via DataRaptor).

* Prompt the user to enter additional details, validated in real-time.

* Integrate external data (e.g., order status from a third-party system) using an Integration Procedure.

* Save all data back to Salesforce or the external system upon completion. This aligns perfectly with the need for "guided interactions" using data from multiple sources.

References:

* Salesforce OmniStudio Documentation: OmniScripts Overview - Describes OmniScripts as the tool for building guided processes with integrated data.

* Salesforce OmniStudio Developer Guide: OmniScript Designer - Details how OmniScripts support Salesforce and external data sources.

* Salesforce Help: Comparing OmniStudio Tools - Clarifies FlexCards for display, Integration Procedures for backend logic, and DataRaptors for data mapping, versus OmniScripts for guided interactions.

NEW QUESTION # 66

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