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Salesforce Certified Omnistudio Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

A consultant is working with a client who wants to display specific account information on a Flexcard.

The client wants to include account status, priority level, creation date, and company logo. They also want to include actions such as closing a case, opening a new case, or creating a task.

What is the best approach for the consultant to meet the client's requirements?

- A. Use Omniscripts to „, script that display .. required information
- B. Use Integration Procedures to integrate the necessary data
- C. Use Data Mappers to transfer and transform the necessary data.
- D. Use the Flexcard Designer to create a Flexcard, adding the necessary fields and actions.

Answer: D

Explanation:

* FlexCards (B) - FlexCards are the best choice because they are designed to display account-related information such as status, priority level, creation date, and company logo while also allowing the inclusion of actions (e.g., closing a case, opening a new case, creating a task).

* FlexCards provide a user-friendly UI with clickable actions that can trigger OmniScripts or Integration Procedures to process user interactions.

* A. Use OmniScripts - OmniScripts are for step-by-step guided interactions but are not primarily used for displaying static account information.

* C. Use Integration Procedures - Integration Procedures fetch and transform data but do not provide a user interface. They can be used within FlexCards but are not the solution on their own.

* D. Use Data Mappers - Salesforce does not have a native "Data Mappers" tool; data transformation is handled by DataRaptors or Integration Procedures.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

* FlexCards Overview

* Configuring Actions in FlexCards

NEW QUESTION # 19

A company needs to create a quoting process for its internal agents. During quoting, the agent selects a product and specifies the grade (A, B, C, D, E) and the size (Small, Medium, Large, X-large). The process should look up the unit price using the product code, the grade, size, and then multiplies the unit price by a discount factor.

Which two OmniStudio tools should the consultant recommend to meet these requirements?

Choose 2 answers

- A. DataRaptor Extract
- B. Calculation Matrix
- C. Calculation Procedure
- D. DataRaptor Transform

Answer: A,B

Explanation:

The two OmniStudio tools that the consultant should recommend to meet these requirements are: Calculation Matrix and DataRaptor Extract. A Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values. The consultant can use a Calculation Matrix to look up the unit price using the product code, the grade, size, and then multiply the unit price by a discount factor. A DataRaptor Extract is a tool that can retrieve data from a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Extract to get the product code, grade, size, and discount factor from Salesforce

NEW QUESTION # 20

A company has account information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes are reused in other parts of the business.

Which three OmniStudio tools are needed to meet these requirements?

Choose 3 answers

- A. Omni Script
- B. Flyouts
- C. OmniStudio Actions
- D. Navigate Actions
- E. FlexCards

Answer: A,C,E

Explanation:

The three OmniStudio tools that are needed to meet these requirements are: FlexCards, OmniStudio Actions, and OmniScript. A FlexCard is a tool that can display data and actions in a card format. The consultant can use a FlexCard to display the account information and icons for each action. An OmniStudio Action is a button that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can use OmniStudio Actions to launch guided processes for frequent tasks, such as change of plan, new sale, or loyalty. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use OmniScripts to create the guided processes for each task

NEW QUESTION # 21

A Salesforce Omnistudio Consultant is validating an Omniscript they have developed for a client. The client has specific business requirements that the script must meet.

What is the best way for the consultant to ensure that the Omniscript meets the client's business requirements?

- A. Implement the Omniscript without comparing it with the client's business requirements.
- B. Assume that the Omniscript meets the client's business requirements without conducting a review.
- **C. Conduct a thorough review of the Omniscript, comparing each step with the client's business requirements.**
- D. Ask the client to review the Omniscript with their internal team.

Answer: C

Explanation:

- * Conducting a thorough review (C) - The best way to ensure the OmniScript meets the business requirements is to review each step and compare it with the documented requirements.
- * This includes validating the data flow, user interactions, and integration points to make sure the script functions as intended.
- * A. Implement the OmniScript without comparing it with the client's business requirements - Skipping the review process can lead to errors and misalignment with business needs.
- * B. Assume that the OmniScript meets the client's business requirements without conducting a review - This is risky and unprofessional; assumptions should not replace validation.
- * D. Ask the client to review the OmniScript with their internal team - While client feedback is important, the consultant must first conduct their own thorough review before involving the client.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

- * OmniScript Best Practices & Validation
- * OmniScript Testing & Debugging

NEW QUESTION # 22

In which two scenarios should a DataRaptor be used?

Choose 2 answers

- A. To retrieve today's financial news
- **B. To send an SMS alert to the user when a process completes**
- C. To retrieve an account and Its related contacts
- **D. To merge the city and state fields into a single field**

Answer: B,D

Explanation:

The two scenarios where a DataRaptor should be used are: to retrieve an account and its related contacts, and to merge the city and state fields into a single field. A DataRaptor is a tool that can read, transform, and write data from Salesforce objects or JSON objects. A DataRaptor Extract can retrieve data from one or more Salesforce objects using SOQL queries, and store it in an Interface object or a JSON object. A DataRaptor Transform can map data from one Interface object or JSON object to another, and apply formulas and functions to transform the data. For example, a DataRaptor Transform can concatenate two fields into one using the + operator

NEW QUESTION # 23

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