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Salesforce Certified Omnistudio Consultant Sample Questions (Q115-Q120):

NEW QUESTION # 115
When a customer calls to add a new primary contact to their account, call center agents need to complete a I contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer.
Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF'

- A. Calculation Procedure

- B. Integration Procedure
- C. Data Maptor
- D. OmniStudio Action

Answer: C

Explanation:
The OmniStudio tool that the consultant should recommend to generate the pre-filled PDF is DataRaptor. A DataRaptor is a tool that can read, transform, and write data from Salesforce objects or JSON objects. A DataRaptor Load can write data to a PDF template using a PDF mapping file, and generate a PDF document with the contact information pre-filled. The PDF document can be stored as an attachment or a content document in Salesforce

NEW QUESTION # 116

A consultant is designing a FlexCard for a client. The client wants the FlexCard to launch a child card with additional information and actions related to the parent card when the agent clicks on a button. How should the consultant design the FlexCard to meet the client's requirements?

- A. Design the parent card to launch a child card when the specific action is taken.
- B. Design the parent card to launch a new OmniScript when the specific action is taken.
- C. Design the parent card to launch a new DataRaptor when the specific action is taken.
- D. Design the parent card to launch a child card through a Flyout Action.

Answer: D

Explanation:
Comprehensive and Detailed In-Depth Explanation:The requirement is for a FlexCard (parent card) to launch a child card with additional information and actions when an agent clicks a button. In Salesforce OmniStudio, the Flyout Action is the specific mechanism designed within FlexCards to achieve this, making B the most precise and correct answer.
Here's why B. Design the parent card to launch a child card through a Flyout Action is the correct answer:
* Flyout Action Overview: A Flyout Action in FlexCards is an interactive feature that displays a pop-up panel (flyout) when triggered, typically by a button or link. This flyout can contain a child FlexCard, OmniScript, or custom content, showing additional details or enabling actions related to the parent card's data.
* Meeting the Requirement:
* Child Card Launch: The Flyout Action can embed a child FlexCard, which displays supplemental information (e.g., related records or details) and includes actions (e.g., buttons to update data).
* Button Trigger: In the FlexCard Designer, the consultant can add a Button element to the parent card, configure its action type as "Flyout," and link it to a child FlexCard. When the agent clicks the button, the flyout appears with the child card.
* Contextual Data: The parent card's data (e.g., a record ID) can be passed to the child card via the Flyout Action's context parameters, ensuring the child card shows relevant information.
* Example: If the parent card displays a customer's summary (name, account number), clicking the button could launch a child card in a flyout showing order history and a button to initiate a return, all tied to the parent card's account ID.
Now, let's examine why the other options are incorrect or less optimal:
* A. Design the parent card to launch a child card when the specific action is taken: While this is conceptually correct, it's vague and lacks specificity. "Launch a child card" isn't a defined OmniStudio action-Flyout Action is the actual mechanism to achieve this. Thus, B is the more precise answer, as it names the tool explicitly supported by FlexCards.
* C. Design the parent card to launch a new DataRaptor when the specific action is taken: A DataRaptor (e.g., DataRaptor Extract) retrieves or manipulates data, not displays a UI like a child card. While a DataRaptor might fetch data for the child card, it doesn't "launch" anything visible to the agent, making this option irrelevant to the UI requirement.
* D. Design the parent card to launch a new OmniScript when the specific action is taken: An OmniScript could be launched via a FlexCard action (e.g., an "OmniScript" action type), but it's a guided process, not a "child card." The requirement specifies a child card (implying another FlexCard), not a multi-step script, so a Flyout Action with a child FlexCard is more appropriate than an OmniScript.
References:
* Salesforce OmniStudio Documentation: FlexCard Actions - Details the Flyout Action for launching child cards or content.
* Salesforce OmniStudio Developer Guide: Flyouts in FlexCards - Explains configuring flyouts with child FlexCards.

NEW QUESTION # 117

Which three of the following are functions of a Text Block element in OmniScript?
Choose 3 answers

- A. Table formatting
- B. Text formatting
- C. User input fields
- D. Error conditions
- E. Links or images

Answer: A,B,E

Explanation:
A Text Block element in OmniScript can perform three functions: display links or images, apply text formatting, and format tables. A Text Block element can use HTML tags to create hyperlinks or embed images in the OmniScript. It can also use CSS properties to style the text, such as font size, color, alignment, etc. Additionally, a Text Block element can use HTML table tags to create and format tables in the OmniScript

NEW QUESTION # 118
The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. Th consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sal processes: change of plan, new sale, and loyalty. The user will select the type of sale at the beginning of the interaction, and then the OmniScript will branch into either change of plan, new sales, or loyalty processes. E process will contain multiple decision points for the user.
Following best practices, what should the consultant recommend to improve the planned design of this OmniScript?

- A. Add more conditional views to branch the OmniScript into logical sections.
- B. Add more Step elements to create shorter pages.
- C. Create a specific OmniScript for each business process.
- D. Pass the process type as an input parameter.

Answer: C

Explanation:
The consultant should recommend creating a specific OmniScript for each business process to improve the planned design of this OmniScript. Having one OmniScript for three different and complex sales processes will make the OmniScript too long and complicated, and will affect the performance and maintainability. Creating separate OmniScripts for each process will make them more manageable and user- friendly, and will also allow for more customization and flexibility

NEW QUESTION # 119
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. Text Area
- B. Select
- C. Text Block
- D. Multi-select
- E. HTTP Action

Answer: B,C,E

NEW QUESTION # 120
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