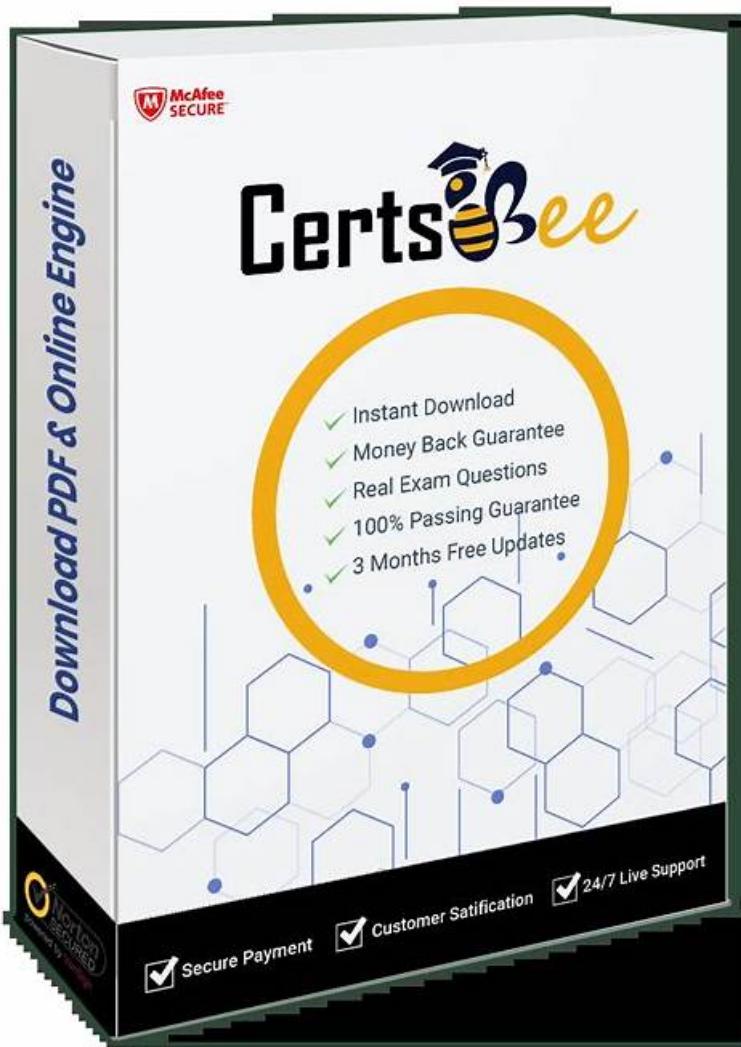


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## Salesforce Certified Omnistudio Consultant Sample Questions (Q35-Q40):

### NEW QUESTION # 35

A Salesforce Omnistudio Consultant is tasked with creating an Omniscript for a client's customer service process. The consultant wants to integrate Salesforce Knowledge into the Omniscript.

What is one way the consultant can configure an Omniscript to search for Salesforce Knowledge articles?

- A. Based on static values set up during configuration
- B. Using a complex search algorithm
- C. Based on dynamic inputs from Omniscript fields
- D. Using a simple search ..

**Answer: C**

Explanation:

\* Based on dynamic inputs from OmniScript fields (C) - The best way to integrate Salesforce Knowledge with an OmniScript is to dynamically retrieve articles based on user inputs.

\* A DataRaptor Extract or Integration Procedure can fetch Knowledge Articles based on values entered in the OmniScript fields (e.g., case type, keywords).

\* A. Using a simple search - While a simple search is possible, OmniScripts allow for dynamic queries based on user input, making them more flexible.

\* B. Using a complex search algorithm - OmniStudio does not have a complex search algorithm feature built into OmniScripts.

\* D. Based on static values set up during configuration - Using static values would not allow for dynamic filtering based on user inputs.

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

\* OmniScript Integration with Salesforce Knowledge

\* Using DataRaptors to Fetch Knowledge Articles

### NEW QUESTION # 36

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

**Answer: B,C**

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 # 37

A consultant needs to design an OmniScript to capture the following information:

- \* Select one payment method from a list of options
- \* Enter the address information with autocomplete
- \* Enter a phone number

Which OmniScript elements should be used to capture this information?

- A. Select, TypeAhead, and Number
- B. Radio, TypeAhead, and Telephone

- C. Checkbox, Geolocation, and Number
- D. Multi-Select, Address, and Telephone

**Answer: B**

Explanation:

The correct OmniScript elements to capture the information are Select, TypeAhead, and Number. Select allows the user to choose one option from a list of values, TypeAhead provides autocomplete suggestions for address fields, and Number validates that the input is a numeric value. Radio, Multi-Select, and Checkbox are not suitable for single selection scenarios. Geolocation is not an OmniScript element, and Telephone is not a valid data type for phone numbers.

#### NEW QUESTION # 38

A business requires a solution to generate an event {platform event} using account information. All the event information is related to the customer and is stored in Salesforce.

Using an Integration Procedure, which two actions are necessary to design this solution?

Choose 2 answers

- A. DataRaptor Post
- B. HTTP
- C. DataRaptor Extract
- D. Response

**Answer: A,C**

Explanation:

The two actions that are necessary to design this solution using an Integration Procedure are DataRaptor Post and DataRaptor Extract. A DataRaptor Post is an action that can write data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post action to create an event (platform event) using account information. A DataRaptor Extract is an action that can retrieve data from a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Extract action to get the account information from Salesforce.

#### NEW QUESTION # 39

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

**Answer: B**

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 # 40

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