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Salesforce Certified OmniStudio Consultant Sample Questions (Q118-Q123):

NEW QUESTION # 118

A company has an OmniScript that allows agents to schedule service calls. The first step displays the account name, primary contact name, and telephone number to the user for confirmation. On the second step, it displays available appointment slots, which are retrieved from an external service in XML and then transformed into JSON. The following actions are currently used in the OmniScript:

- * DataRaptor Extract Action
- * HTTP Action
- * DataRaptor Transform Action

Following best practices, what can the consultant recommend to reduce processing time?

- **A. Combine these actions into an Integration Procedure**
- B. Change DataRaptors to extract single objects
- C. Add conditional views to the OmniScript
- D. Add reusable OmniScripts for each step

Answer: A

Explanation:

The consultant should recommend adding a Set Errors element to meet this requirement. A Set Errors element can display an error message and prevent the OmniScript from proceeding if certain conditions are not met. The consultant can use a Set Errors element to check if the email address field is empty when the agent selects the checkbox to email the receipt. If it is empty, the Set Errors element can show an error message and direct the user to return to the first step and enter the customer's email address

NEW QUESTION # 119

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

Answer: C,D,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 # 120

An OmniScript saves data to Salesforce and to an external system. What OmniScript element could save all this data?

- A. DataRaptor Transform Action
- **B. Integration Procedure Action**
- C. HTTP Action
- D. DataRaptor Post Action

Answer: B

Explanation:

The OmniScript element that could save all this data is Integration Procedure Action. An Integration Procedure Action can execute an Integration Procedure that can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the Integration Procedure Action can write data to Salesforce using a DataRaptor Load action and to an external system using a REST or SOAP service

NEW QUESTION # 121

A Consultant is working on a project that involves using OmniStudio tools to design solutions that meet customer business

requirements. The solutions need to be maintainable, scalable, and contribute to long-term customer success. Which OmniStudio tool should the Consultant use to display data and launch actions?

- A. DataRaptors
- B. Integration Procedures
- C. OmniScripts
- **D. FlexCards**

Answer: D

Explanation:

* FlexCards (B) - FlexCards are designed to display data from Salesforce or external sources and launch actions such as OmniScripts, Integration Procedures, or other system interactions.

* FlexCards provide a reusable, scalable UI component that aligns with the requirements of maintainability and long-term success.

* A. OmniScripts - OmniScripts are used for guided interactions but are not meant for displaying static or dynamic data as FlexCards do.

* C. Integration Procedures - These are used for server-side processing and data transformation, not for directly displaying UI elements.

* D. DataRaptors - DataRaptors are data extraction and transformation tools but do not display data or launch actions on their own.

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

* FlexCards Overview

* Launching OmniScripts and Actions from FlexCards

NEW QUESTION # 122

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 API 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. Select**
- B. Text Area
- C. Multi-select
- **D. Text Block**
- **E. HTTP Action**

Answer: A,D,E

Explanation:

The three OmniScript elements that should be used to meet the requirements are: Text Block, HTTP Action, and Select. A Text Block element can display rich text and images using HTML tags in the OmniScript. An HTTP Action element can invoke a REST API and store the response in a JSON object. A Select element can display a dropdown list of options for the user to choose from.

NEW QUESTION # 123

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