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Salesforce Certified Omnistudio Consultant Sample Questions (Q48-Q53):

NEW QUESTION # 48

An insurance agency wants to enable its call center agents to be more efficient when handling customer inquiries. After analyzing patterns in the call logs, the agency discovers that one of the top customer requests is to find out total insurance premiums paid as well as the difference year over year. Agents need to relay this information to the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.

What three OmniScripts elements should be used to meet the requirements?

Choose 3 answers

- **A. DataRaptor Extract Action**
- B. DataRaptor Post Action
- **C. Calculation Action**
- D. Messaging Element
- **E. Email Action**

Answer: A,C,E

Explanation:

The three OmniScript elements that should be used to meet the requirements are: DataRaptor Extract Action, Email Action, and Calculation Action. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as total insurance premiums paid and the difference year over year, and store it in an Interface object or a JSON object. An Email Action can send an email to the customer with a summary report attached, using data from an Interface object or a JSON object. A Calculation Action can perform mathematical operations on data from an Interface object or a JSON object, such as calculating the difference year over year

NEW QUESTION # 49

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

Answer: A,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 # 50

A consultant must design a 360 view of the customer. The business requirements are:

- * A header card with account information (name, account number, next billing date, invoice method)
- * A list of related contacts (first name, last name, phone)
- * All the open cases related to the account (subject, priority, SLA)

An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to the different sections available at a glance.

Which two FlexCard features should the consultant recommend to improve the user experience?

Choose 2 answers

- A. Use a Datatable element
- B. Use a Block Element with the Collapse property enabled
- C. Use a Custom Style to adjust height and width
- D. Use a Zone Template

Answer: B,D

Explanation:

To improve the user experience, the consultant should use a Block Element with the Collapse property enabled and a Zone Template. A Block Element with the Collapse property enabled allows the user to expand or collapse a section of the FlexCard, which is useful for displaying a list of related records. A Zone Template allows the consultant to define the layout and style of the FlexCard, such as the number of columns, rows, and margins

NEW QUESTION # 51

A health provider company is building a new application for its medical officers. The company wants to display medical test reports for patients. Medical test reports is a custom object, related to the Patients object.

For each patient, the company needs to list each medical test report including the report name, date requested, and date generated. From each medical test report, the user should be able to take the following actions:

- * Approve
- * Print for Review
- * Send for Retest

Which OmniStudio tools should the consultant use to design a solution to meet these requirements?

- A. OmniScript with multiple Step elements
- **B. Single FlexCard with multiple actions**
- C. Multiple FlexCards with single action
- D. Salesforce list view with custom buttons/links

Answer: B

Explanation:

The OmniStudio tools that the consultant should use to design a solution to meet these requirements are:

Single FlexCard with multiple actions. A FlexCard is a tool that can display data and actions in a card format.

The consultant can use a single FlexCard to display the medical test reports for each patient, including the report name, date requested, and date generated. A FlexCard can also have multiple actions, such as buttons or links, that can invoke OmniScripts or Integration Procedures. The consultant can use multiple actions to enable the user to approve, print for review, or send for retest each medical test report

NEW QUESTION # 52

A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users will access to more than 25 processes.

Recently, a new project was started to build a 360° view using FlexCards to replace the legacy application.

In this scenario, which three FlexCard features should the consultant recommend?

Choose 3 answers

- **A. Actions**
- B. Menu elements
- **C. Data tables**
- D. Newport Design System
- **E. Custom Styles**

Answer: A,C,E

Explanation:

FlexCards are used to display contextual customer information in a compact and customizable way. They can also provide access to related processes or actions. In this scenario, the features that the consultant should recommend are:

* Actions: These are buttons or links that can launch OmniScripts, DataRaptors, or other processes from the FlexCard. They can help the users to perform tasks related to the customer information displayed on the FlexCard.

* Custom Styles: These are CSS classes that can be applied to the FlexCard elements to match the company's color scheme and fonts. They can help the users to have a consistent and branded user interface.

* Data Tables: These are elements that can display tabular data from one or more data sources on the FlexCard. They can help the users to see relevant data in a structured and sortable way.

The features that the consultant should not recommend are:

* Menu Elements: These are elements that can display a list of options or submenus on the FlexCard.

They are not suitable for this scenario because they do not provide access to processes or actions, but only to other FlexCards or pages.

* Newport Design System: This is a design system that provides a set of predefined styles and components for OmniStudio applications. It is not suitable for this scenario because it does not match the company's color scheme and fonts, and it may require additional customization.

NEW QUESTION # 53

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