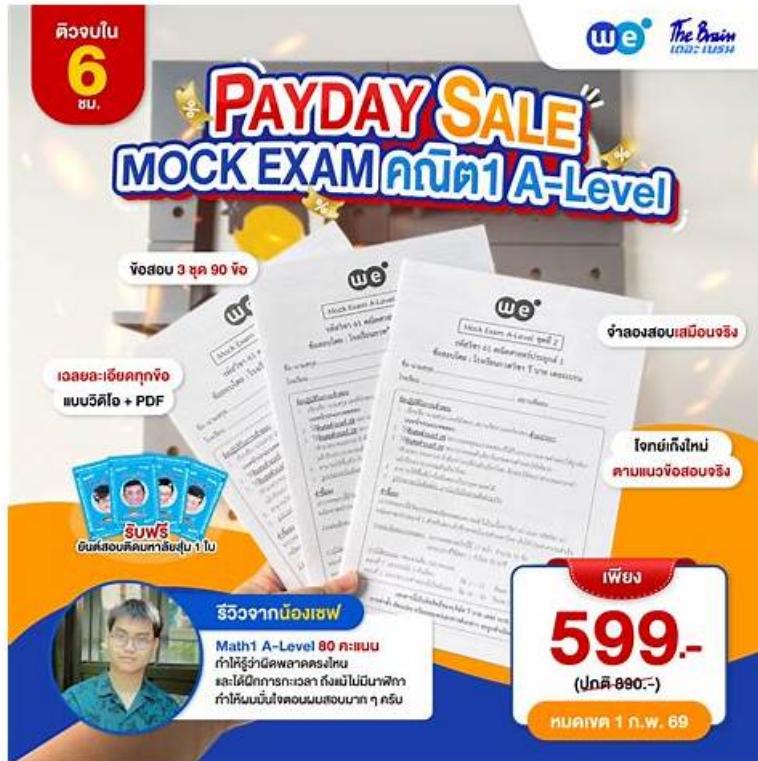


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Salesforce Certified Omnistudio Consultant Sample Questions (Q15-Q20):

NEW QUESTION # 15

A business has a project that must be completed soon in order to meet important deadlines. However, the developer on the project has left the company, and the new team on the project has decided to use OmniStudio tools. The development work completed so far was done using APEX code. The new team must complete the project following these guidelines:

- * Minimize implementation time
- * Ensure end-user processes are as simple as possible
- * Find a way to ensure optimal UX

In this scenario, what two actions should the consultant recommend to the project team? Choose 2 answers

- A. Use existing APEX classes as data sources
- B. Replace existing APEX using DataRaptors and HTTPActions
- **C. Implement FlexCards and OmniScripts for the front-end**
- D. Create new LWC templates for branding and styling

Answer: C

Explanation:

The two actions that the consultant should recommend to the project team are replace existing APEX using DataRaptors and HTTPActions, and implement FlexCards and OmniScripts for the front-end. Replacing existing APEX using DataRaptors and HTTPActions would reduce implementation time, as these tools are declarative and do not require coding. Implementing FlexCards and OmniScripts for the front-end would ensure end-user processes are as simple as possible, as these tools provide guided interactions and contextual data. Creating new LWC templates for branding and styling would increase implementation time, as this would require coding and testing. Using existing APEX classes as data sources would not ensure optimal UX, as this would limit the flexibility and scalability of the solution.

NEW QUESTION # 16

A company needs to implement new verification processes for contacts in their org. This process relies on three Contact record types: Recruiter, Candidate, and Trainer. The verification process is different for each type of contact. For example, recruiters must pass a background check; trainers must complete mandatory training classes, and candidates must achieve certifications.

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

- A. Specific FlexCards with Actions for each type of Contact
- **B. Multiple OmniStudio Actions that invoke separate OmniScripts**
- C. Single OmniStudio Action that invokes separate Omniscripts
- D. Single FlexCard with an Action to invoke an OmniScript

Answer: B

Explanation:

The OmniStudio tools that should be recommended to meet these requirements are single OmniStudio Action that invokes separate Omniscripts. OmniStudio Action can be used to conditionally launch different Omniscripts based on the record type of the contact. Omniscripts can be used to implement the verification processes for each type of contact. Specific FlexCards with Actions for each type of Contact would require creating redundant FlexCards and Actions for each record type. Multiple OmniStudio Actions that invoke separate Omniscripts would require creating redundant Actions for each record type. Single FlexCard with an Action to invoke an Omniscript would not allow for different verification processes based on the record type.

NEW QUESTION # 17

A company has designed a process that extracts a large amount of data from a Salesforce object. Due to the volume of data that will be retrieved, it is important that Governor limits are not exceeded.

What solution should the consultant recommend?

- A. DataRaptor Extract with Chaining
- **B. DataRaptor Turbo Extract**
- C. Integration Procedure and DataRaptor Turbo Extract
- D. Calculation Procedure and DataRaptor Turbo Extract

Answer: B

Explanation:

The solution that the consultant should recommend is DataRaptor Turbo Extract. DataRaptor Turbo Extract allows the designer to retrieve a large amount of data from a Salesforce object in batch mode without hitting governor limits. DataRaptor Extract is not suitable for this scenario, as it can only retrieve data from a single record or a small set of records. Calculation Procedure and DataRaptor Turbo Extract are not needed for this scenario, as there is no calculation involved. Integration Procedure and DataRaptor Turbo Extract are not needed for this scenario, as there is no data integration involved.

NEW QUESTION # 18

A customer needs to create an OmniScript to capture payment information. In the first step of the process, the user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment type should display with a different icon. The process should check to see if the customer has any saved payment information of that type, and if there is, no further action is required. If there is no saved payment information then the user should be allowed to enter the information, and the process should save it.

Which three OmniScript elements should be used to meet these requirements?

Choose 3 answers

- A. DataRaptor Extract Action
- B. DataRaptor Transform Action
- C. Select
- D. Radio
- E. DataRaptor Post Action

Answer: C,D,E

Explanation:

The three OmniScript elements that should be used to meet these requirements are: Select, DataRaptor Extract Action, and DataRaptor Post Action. A Select element can display a dropdown list of options for the user to choose from, such as payment type. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as saved payment information, and store it in an Interface object or a JSON object. A DataRaptor Post Action can write data to a Salesforce object, such as new payment information, and perform insert or update operations.

NEW QUESTION # 19

When a customer calls to report a product issue, agents need to check all open cases related to that product to see if there are any solutions that can resolve the customer's issue. Products that have been purchased are stored as assets, and there is a lookup relationship from case to asset that allows cases to be linked to the products customers have purchased.

What type of DataRaptor can be used to retrieve a list of cases filtered by the customer's asset and the last service date of the asset?

- A. DataRaptor Extract
- B. DataRaptor Load
- C. DataRaptor Transform
- D. DataRaptor Turbo

Answer: A

Explanation:

The type of DataRaptor that can be used to retrieve a list of cases filtered by the customer's asset and the last service date of the asset is DataRaptor Extract. DataRaptor Extract allows the designer to retrieve data from Salesforce or an external system using filters and relationships. In this case, a filter can be used to match the asset ID and the last service date, and a relationship can be used to join the case and asset objects. DataRaptor Turbo is not a type of DataRaptor, but a feature that enables batch mode for DataRaptor Extract. DataRaptor Load is used to write data to Salesforce or an external system. DataRaptor Transform is used to transform data from one format to another using templates.

NEW QUESTION # 20

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