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### Salesforce Certified Omnistudio Consultant Sample Questions (Q66-Q71):

#### NEW QUESTION # 66

A business wants to create a FlexCard for mobile plans to add to their Customer 360° console application.

The FlexCard needs to include the following actions:

- \* Start a process to retrieve plan consumption data
- \* Create a new case
- \* Open a promotions web page
- \* Change the SIM card

which combination should the consultant use in designing the solution?

- A. Custom Event and Redirect URL
- B. OmniScript and Navigate
- C. Flyout and OmniScript
- D. Event, Navigate and Card

**Answer: B**

Explanation:

The combination that the consultant should use in designing the solution is OmniScript and Navigate. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to display the mobile plans for the Customer 360° console application. A Navigate action is a button or a link that can redirect the user to another web page or URL. The consultant can use Navigate actions to add the following actions to the FlexCard: start a process to retrieve plan consumption data, create a new case, open a promotions web page, and change the SIM card

#### NEW QUESTION # 67

A telecommunications company wants to create a 360° view of their customers, including all customer install products grouped by service address. During the discovery phase of the project, the consultant identifies that installed products can have 4 different statuses. Agents complete different processes, depending on status of installed product. The consultant creates an inventory of all statuses and processes as shown below.

\* Status = Active

o Pay bill

o Review usage

o Cancel service

\* Status = Suspended

o Pay bill

o Reconnect service

o Cancel service

\* Status = Pending installation

o Set up billing

o Schedule installation

o Cancel installation

\* Status = Canceled

o Reconnect service o Cancel service

\* Status = Pending installation

o Set up billing

o Schedule installation

o Cancel installation

\* Status = Canceled

o Pay bill

o Disconnect service

o Reconnect service

Which two FlexCard features should the consultant use to meet these requirements?

Choose 2 answers

- A. Custom Style
- **B. OmniStudio Action**
- **C. States**
- D. Flyout

**Answer: B,C**

Explanation:

The two FlexCard features that the consultant should use to meet these requirements are States and OmniStudio Action. A State is a condition that determines how a FlexCard displays data and actions based on certain criteria. The consultant can use States to filter the installed products by their status and display different fields and actions accordingly. 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 enable the agents to complete different processes for each installed product, such as pay bill, cancel service, etc

#### NEW QUESTION # 68

A consultant receives a requirement to display products installed at an account site in a customer's 360° FlexCard view. The business requires that the width of the fields displayed should change depending on the device used to view the FlexCard. For example, the Product Name and Model field elements should display at full width on mobile devices, but they should shrink to 60% on devices such as laptops and desktops.

How should the consultant design the FlexCard to meet this requirement?

- A. Enable the Mobile-First feature in FlexCard settings
- B. Create two FlexCards, one for mobile devices and another for non-mobile devices
- **C. Enable the Responsive feature on the Product Name and Model field elements**
- D. Create two states, one for mobile devices and another for non-mobile devices

**Answer: C**

Explanation:

The correct way to design the FlexCard to meet this requirement is to create two states, one for mobile devices and another for non-mobile devices. States allow the designer to define different layouts and behaviors for the same FlexCard based on conditions. The width of the fields can be adjusted for each state using the Size property. Enabling the Responsive feature on the field elements would not change their width, but only their alignment. Enabling the Mobile-First feature in FlexCard settings would not affect the width of the fields, but only the order in which they are displayed. Creating two FlexCards, one for mobile devices and another for non-mobile devices, would create redundant code and maintenance issues.

#### NEW QUESTION # 69

What is the purpose of a DataRaptor Load?

- **A. Write data to Salesforce objects**
- B. Load data to an Interface object
- C. Post data to Salesforce APIs
- D. Send data to a PDF template

**Answer: A**

Explanation:

The purpose of a DataRaptor Load is to write data to Salesforce objects. A DataRaptor Load can map data from an Interface object or a JSON object to one or more Salesforce objects, and perform insert, update, upsert, or delete operations. A DataRaptor Load can also use formulas and functions to transform the data before writing it to Salesforce.

#### NEW QUESTION # 70

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

Choose 3 answers

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

**Answer: B,C,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 # 71

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