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Salesforce Certified Omnistudio Consultant Sample Questions (Q102-Q107):

NEW QUESTION # 102

A business needs to display installed products for field service technicians on service calls using a mobile device. The installed product information must be summarized so the technician can see key details at a glance.

How the technician also needs to sometimes access a list of past service dates for each product.

Which two FlexCards features should the consultant recommend to meet this requirement?

Choose 2 answers

- A. Use flyouts
- B. Customize the styling
- C. Enable the Responsive property
- D. Use card states

Answer: A,C

Explanation:

The two FlexCard features that the consultant should recommend to meet this requirement are: Flyouts and Responsive property. A Flyout is a pop-up window that can display additional information or actions for a FlexCard. The consultant can use a Flyout to show the list of past service dates for each product, without cluttering the main FlexCard. The Responsive property is a property that determines how a FlexCard adapts to different screen sizes and orientations. The consultant can enable the Responsive property to make the FlexCard display well on mobile devices, such as tablets or phones

NEW QUESTION # 103

A business has been experiencing a downturn in customer satisfaction due to billing Issues. The business learn that when customers are allowed to schedule an inquiry call with an agent, customer satisfaction improves.

For this reason, the business decides to create an OmniScript that asks the customer to rate their customer satisfaction using a 1-5 rating scale. If the customer satisfaction is less than 2, it should allow the customer to request a call back on a certain date and then create a case that includes a list of bills from an external system the last 5 months in the case description.

In what order should the consultant design the elements of the OmniScript to meet these requirements?

- A. Radio Input, Date Input, HTTP Action, DataRaptor Post Action
- B. HTTP Action, Radio Input, Date Input, DataRaptor Post Action
- C. Date Input, Radio Input, HTTP Action, DataRaptor Post Action
- D. HTTP Action, DataRaptor Post Action, Date Input, Radio Input

Answer: A

Explanation:

The order that the consultant should design the elements of the OmniScript to meet these requirements is:

Radio Input, Date Input, HTTP Action, DataRaptor Post Action. A Radio Input element can display a list of options for the user to choose from, such as customer satisfaction rating. A Radio Input element allows only one option to be selected at a time, and can also have icons for each option. A Date Input element can display a field for the user to enter a date value, such as call back date. A Date Input element can also have validation and formatting options, such as minimum and maximum dates, calendar picker, etc. An HTTP Action element can invoke a REST or SOAP service to retrieve data from an external system, such as a list of bills from the last 5 months. An HTTP Action element can store the response data in a JSON object for further processing. A DataRaptor Post Action element can write data to a Salesforce object or invoke a Salesforce API, such as creating a case with the list of bills in the case description

NEW QUESTION # 104

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

- A. Prefill data for users when possible
- B. Provide user help text
- C. Replicate existing processes as-is
- D. Divide complex processes into sections
- E. Provide keystroke commands for data entry

Answer: A,B,D

Explanation:

When designing OmniScripts, the best practices that should be followed to increase user adoption are:

* Prefill data for users when possible (This reduces user effort and improves data quality)

* Divide complex processes into sections (This makes the script more manageable and user-friendly)

- * Provide user help text (This guides the user through the script and clarifies any doubts) The best practices that should not be followed to increase user adoption are:
- * Replicate existing processes as-is (This may not leverage the full potential of OmniStudio and may not address the pain points of the users)
- * Provide keystroke commands for data entry (This may not be intuitive or accessible for all users and may require additional training)

NEW QUESTION # 105

A company needs to create a process that allows call center admins to retrieve all open cases that have a case type of "network issue" and submit the case data "as-is" to a back-office system for validation in batch on a daily basis. Once the cases have been submitted, the process should trigger an email to the supervisor.

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

Choose 3 answers

- A. OmniScript
- B. DataRaptor Load
- C. Integration Procedure
- D. FlexCard
- E. DataRaptor Turbo Extract

Answer: B,C,E

Explanation:

The three tools that should be used in the solution are DataRaptor Turbo Extract, Integration Procedure, and DataRaptor Load.

DataRaptor Turbo Extract can be used to retrieve all open cases that have a case type of

"network issue" from Salesforce in batch mode. Integration Procedure can be used to orchestrate the data flow between Salesforce and the back-office system, as well as trigger an email to the supervisor after the cases have been submitted. DataRaptor Load can be used to write data to the back-office system using REST or SOAP APIs. OmniScript is not needed for this scenario, as there is no user interface involved. FlexCard is not relevant for this scenario, as it is used to display contextual data on record pages.

NEW QUESTION # 106

How should the consultant design the OmniScript solution to allow the user to stop and resume a process at a later time?

- A. Configure the Save property
- B. Configure a ResumeStep
- C. Use a DataRaptor Post Action
- D. Use an Integration Procedure

Answer: A

Explanation:

The consultant should design the OmniScript solution using the Save property to allow the user to stop and resume a process at a later time. The Save property is a property that determines whether an OmniScript can be saved as a draft and resumed later from where it was left off. The consultant can enable the Save property on an OmniScript to allow the user to stop and resume a process at a later time, without losing any data or progress.

NEW QUESTION # 107

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