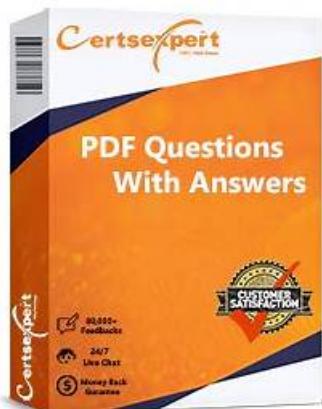


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Salesforce Certified Omnistudio Consultant Sample Questions (Q13-Q18):

NEW QUESTION # 13

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 # 14

Which of the following is a key difference between Integration Procedures and DataRaptors?

- A. DataRaptors can access data from external sources.
- B. Integration Procedures can retrieve data from multiple related objects.
- C. DataRaptors can invoke multiple actions in a single server call.
- D. **Integration Procedures can access data from external sources.**

Answer: D

Explanation:

The key difference between Integration Procedures and DataRaptors is that Integration Procedures can access data from external sources, while DataRaptors can only access data from Salesforce. Integration Procedures allow the designer to create complex API queries declaratively using HTTP Actions or SOAP Actions.

DataRaptors allow the designer to read, transform, and write data between Salesforce objects or fields. Both Integration Procedures and DataRaptors can invoke multiple actions in a single server call, and both can retrieve data from multiple related objects.

NEW QUESTION # 15

A business wants to display customer 360° information in a console for their call center agents. The customer information will come from a variety of sources, and the information should be grouped together logically.

The agents will need to take different actions depending on the context of each group of information.

Which tool should a consultant recommend to meet this requirement?

- A. Lightning web components
- B. **FlexCards**
- C. Omniscript
- D. Visualforce Page

Answer: B

Explanation:

The tool that the consultant should recommend to meet this requirement is Lightning web components.

Lightning web components are custom HTML elements built using HTML and modern JavaScript. They can be used to create rich and interactive user interfaces that display data from various sources and allow users to take actions. In this case, a Lightning web component can be used to display customer 360° information in a console using FlexCards, OmniScripts, or other components.

Omniscript is not a tool, but a type of component that can be used to create guided interactions. Visualforce Page is not suitable for this requirement, as it is a legacy technology that uses server-side rendering and does not support modern web standards. FlexCards

are not a tool, but a type of component that can be used to display contextual data on record pages.

NEW QUESTION # 16

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

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 # 17

A company needs to create a new quote estimation process for its services team. This process involves multi; steps. The user needs to enter a variable number of rows of data in order to calculate the correct final price f the quote. The data that needs to be entered in each row includes:

- * Service category
- * Number of hours
- * Hourly rate

The number of hours should be multiplied with the hourly rate to calculate the total for each row.

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers

- A. **Edit Block**
- B. Multi-select
- C. **Input Block**
- D. **Formula**
- E. Step

Answer: A,C,D

Explanation:

To create a new quote estimation process that involves multiple steps and a variable number of rows of data, the consultant should recommend the following OmniScript elements:

- * Edit Block: This is an element that allows the user to add, edit, or delete multiple rows of data in a table- like format. It can be used to capture the service category, number of hours, and hourly rate for each row.
- * Formula: This is an element that allows the user to perform calculations on data using mathematical expressions. It can be used to calculate the total for each row by multiplying the number of hours with the hourly rate.
- * Input Block: This is an element that allows the user to enter data using various input types, such as text, number, date, picklist, etc. It can be used to display the formula result for each row and the final price for the quote.

The elements that are not suitable for this scenario are:

- * Multi-select: This is an element that allows the user to select multiple options from a list. It is not relevant for this scenario, as the user needs to enter data in each row, not select from predefined options.
- * Step: This is an element that organizes the OmniScript into one or more pages. It is not relevant for this scenario, as it does not capture or display any data.

NEW QUESTION # 18

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