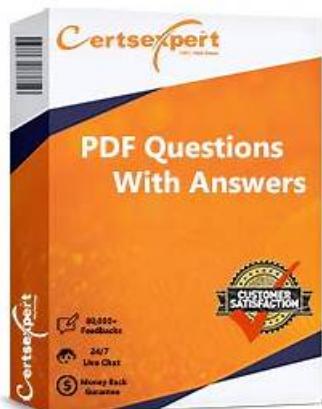


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## Salesforce Certified Omnistudio Consultant Sample Questions (Q95-Q100):

### NEW QUESTION # 95

The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. The consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sales processes: change of plan, new sale, and loyalty. The user will select the type of sale at the beginning of the interaction, and then the OmniScript will branch into either change of plan, new sales, or loyalty processes. Each process will contain multiple decision points for the user.

Following best practices, what should the consultant recommend to improve the planned design of this OmniScript?

- A. Add more Step elements to create shorter pages.
- **B. Create a specific OmniScript for each business process.**
- C. Pass the process type as an input parameter.
- D. Add more conditional views to branch the OmniScript into logical sections.

#### Answer: B

Explanation:

The consultant should recommend creating a specific OmniScript for each business process to improve the planned design of this OmniScript. Having one OmniScript for three different and complex sales processes will make the OmniScript too long and complicated, and will affect the performance and maintainability. Creating separate OmniScripts for each process will make them more manageable and user-friendly, and will also allow for more customization and flexibility.

### NEW QUESTION # 96

A company has a process that requires minimum age to purchase. Potential customers must fill in an application form. Rather than have someone fill in the entire form and be denied at the end, the consultant recommends using an Omniscript that will ask users to input their birthdate. If the user is younger than 18 years, then the Omniscript needs to display a message stating "You must be 18 years or older to purchase" and also prevent users from continuing. If the user is 18 or older, then the Omniscript should allow them to proceed without any message.

Which two Omniscript components should the user use to meet this validation requirement?

Choose 2 answers

- A. Messaging
- B. Calculation
- **C. Formula**
- **D. Alert**

#### Answer: C,D

Explanation:

- \* Formula (C) - The Formula element calculates whether the user is 18 years or older based on the birthdate they input.
- \* It performs a real-time calculation using the current date minus the birthdate to determine the age.
- \* Alert (D) - The Alert element is used to display an error message when the user does not meet the age requirement.
- \* It prevents the user from proceeding until the condition (age  $\geq 18$ ) is met.
- \* B. Calculation - Calculation is used for business logic and rules processing, but a Formula element is more suitable for real-time validation within an OmniScript.
- \* D. Messaging - The Messaging element displays information but does not prevent further progress, while an Alert stops the user from continuing.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

- \* OmniScript Formula Element
- \* OmniScript Alert Element

### NEW QUESTION # 97

A Salesforce Omniscript Consultant is tasked with creating an Omniscript for a client's customer service process. The consultant wants to integrate Salesforce Knowledge into the Omniscript.

What is one way the consultant can configure an Omniscript to search for Salesforce Knowledge articles?

- A. Using a complex search algorithm
- B. Using a simple search ..
- C. Based on static values set up during configuration
- **D. Based on dynamic inputs from Omniscript fields**

## Answer: D

Explanation:

- \* Based on dynamic inputs from OmniScript fields (C) - The best way to integrate Salesforce Knowledge with an OmniScript is to dynamically retrieve articles based on user inputs.
- \* A DataRaptor Extract or Integration Procedure can fetch Knowledge Articles based on values entered in the OmniScript fields (e.g., case type, keywords).
- \* A. Using a simple search - While a simple search is possible, OmniScripts allow for dynamic queries based on user input, making them more flexible.
- \* B. Using a complex search algorithm - OmniStudio does not have a complex search algorithm feature built into OmniScripts.
- \* D. Based on static values set up during configuration - Using static values would not allow for dynamic filtering based on user inputs.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

- \* OmniScript Integration with Salesforce Knowledge
- \* Using DataRaptors to Fetch Knowledge Articles

## NEW QUESTION # 98

A Consultant is working on a project that involves using OmniStudio tools to design solutions that meet customer business requirements. The solutions need to be maintainable, scalable, and contribute to long-term customer success. Which OmniStudio tool should the Consultant use to display data and launch actions?

- A. FlexCards
- B. Integration Procedures
- C. OmniScripts
- D. DataRaptors

## Answer: A

Explanation:

- \* FlexCards (B) - FlexCards are designed to display data from Salesforce or external sources and launch actions such as OmniScripts, Integration Procedures, or other system interactions.
- \* FlexCards provide a reusable, scalable UI component that aligns with the requirements of maintainability and long-term success.
- \* A. OmniScripts - OmniScripts are used for guided interactions but are not meant for displaying static or dynamic data as FlexCards do.
- \* C. Integration Procedures - These are used for server-side processing and data transformation, not for directly displaying UI elements.
- \* D. DataRaptors - DataRaptors are data extraction and transformation tools but do not display data or launch actions on their own.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

- \* FlexCards Overview
- \* Launching OmniScripts and Actions from FlexCards

## NEW QUESTION # 99

A Salesforce Omnistudio Consultant is working on a project to automate a complex business process for a client. The consultant decides to use an Omniscript to guide users through the process.

What is the first step the consultant should take when creating an Omniscript?

- A. Define the script in the Omniscript Designer.
- B. Test the script on multiple channels and devices.
- C. Create a new Selesforce application for the script.
- D. Deploy the script within a Selesforce application

## Answer: A

Explanation:

- \* Define the script in the OmniScript Designer (D) - The first step in creating an OmniScript is to define it in the OmniScript Designer, where the consultant:
  - \* Outlines the flow of the script (steps, inputs, actions).
  - \* Adds UI elements (text fields, picklists, buttons).
  - \* Configures integration points (DataRaptors, Integration Procedures).

- \* A. Create a new Salesforce application for the script - This is not required to build an OmniScript. OmniScripts can be deployed within existing Salesforce applications.
- \* B. Deploy the script within a Salesforce application - Deployment happens after the script is built and tested, not as the first step.
- \* C. Test the script on multiple channels and devices - Testing is an important step after building and configuring the script.

Comprehensive and Detailed In-Depth Explanation: Why not the other options?? Salesforce OmniStudio Reference:

- \* OmniScript Designer Guide
- \* Creating OmniScripts

## NEW QUESTION # 100

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