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Salesforce Certified Omnistudio Consultant Sample Questions (Q144-Q149):

NEW QUESTION # 144

Which three use cases should be implemented using Calculation Procedures and matrices?
Choose 3 answers

- A. Use risk factors for an insured item to determine different insurance product options.
- B. Use location and past usage to determine the monthly cost for an energy product.
- C. Use the product color and capacity to determine the price of a product.
- D. Use a house's address, size, and age of the building to determine an insurance premium.
- E. Use rules to determine eligible insurance products based on a house's address and age of the building.

Answer: A,B,D

Explanation:

Calculation Procedures & Matrices are used to perform complex calculations based on input data and predefined rules. They are suitable for use cases that involve pricing, rating, scoring, or eligibility determination. Therefore, the use cases that should be implemented using Calculation Procedures & Matrices are:

- * Use a house's address, size, and age of the building to determine an insurance premium. (This involves rating based on multiple factors)
- * Use location and past usage to determine the monthly cost for an energy product. (This involves pricing based on variable inputs)
- * Use risk factors for an insured item to determine different insurance product options. (This involves scoring and eligibility based on criteria)

The use cases that should not be implemented using Calculation Procedures & Matrices are:

- * Use rules to determine eligible insurance products based on a house's address and age of the building. (This can be done using Business Rules Engine or OmniScript logic)
- * Use the product color and capacity to determine the price of a product. (This can be done using simple formulas or lookup tables)

NEW QUESTION # 145

Which OmniScript element retrieves Salesforce data that is then returned in Value/Label pairs and becomes available for selection in a dropdown list?

- A. Lookup
- B. DataRaptor Extract Action
- C. Calculation Action
- D. Select

Answer: D

Explanation:

Comprehensive and Detailed In-Depth Explanation: The requirement is to identify an OmniScript element that retrieves Salesforce data, formats it as Value/Label pairs, and makes it available for selection in a dropdown list. In Salesforce OmniStudio, the Select element is explicitly designed for this purpose, making it the correct answer.

Here's why D. Select is the correct answer:

* Functionality of the Select Element: The Select element in OmniScript creates a dropdown list (or similar UI control) that allows users to choose from a set of options. It can retrieve Salesforce data directly and present it as Value/Label pairs, where the "Value" is the underlying data (e.g., a picklist value's API name or a record ID) and the "Label" is the user-friendly display text (e.g., the picklist label or a record name). The Select element supports three option source types:

- * Manual: Hardcoded options entered by the designer.
- * SObject: Retrieves options dynamically from a Salesforce object field, such as a picklist or a query result.
- * Custom: Uses Apex or other custom logic for advanced scenarios. When configured with the "SObject" option source, the Select element queries Salesforce data (e.g., picklist values from a field like Industry on Account) and returns it as Value/Label pairs for the dropdown.

* How It Works:

* In the OmniScript Designer, you set the Select element's "Option Source" to "SObject" and specify the object (e.g., Case) and field (e.g., Reason). The element then pulls all active picklist values from that field (e.g., Value: Billing, Label: "Billing Issue") and populates the dropdown.

* Alternatively, it can use a DataRaptor Extract to fetch a list of records (e.g., SELECT Id, Name FROM Account), where Id becomes the Value and Name becomes the Label. The retrieved data is automatically formatted as Value/Label pairs for user selection.

* Meeting the Requirement: The Select element both retrieves Salesforce data (via direct SObject access or a DataRaptor) and presents it in a dropdown, fulfilling the question's criteria perfectly.

Now, let's examine why the other options are incorrect:

* A. Lookup: The Lookup element in OmniScript allows users to search for and select a Salesforce record (e.g., finding an Account by typing its name). While it retrieves Salesforce data and displays a list of matching records, it's designed for record selection, not for presenting a predefined set of Value/Label pairs in a dropdown. The Lookup element returns a selected record's ID and optionally other fields, but it doesn't natively format data as a dropdown list of Value/Label pairs—it's more interactive and search-

driven.

* B. Calculation Action: A Calculation Action performs computations or data manipulations within an OmniScript (e.g., adding numbers or setting variables). It doesn't retrieve Salesforce data on its own (that's the role of a DataRaptor) nor does it present data in a UI component like a dropdown. It's a backend action, not a user-facing element, so it doesn't meet the requirement.

* C. DataRaptor Extract Action: This option (likely a typo for "DataRaptor Extract Action" given the OmniStudio context) refers to an OmniScript action that uses a DataRaptor Extract to retrieve Salesforce data. While it can fetch data and potentially structure it as Value/Label pairs (if the DataRaptor is configured to query a picklist field or map Id and Name), it's not an "element" that displays a dropdown—it's an action that supplies data to other elements (like Select). The Select element uses this data, but the DataRaptor Extract Action itself doesn't render the UI.

Key Distinction:

The Select element is the only option listed that is both an OmniScript element (a UI component) and capable of retrieving Salesforce data (either directly or via a DataRaptor) to populate a dropdown with Value/Label pairs. Other tools like DataRaptors support the process, but Select is the end-point for display and interaction.

References:

* Salesforce OmniStudio Documentation: OmniScript Elements Reference - Details the Select element's ability to retrieve Salesforce data as Value/Label pairs for dropdowns.

* Salesforce OmniStudio Developer Guide: Select Element Configuration - Explains SObject and DataRaptor integration for populating options.

* Salesforce Help: OmniScript Designer - Describes how Select differs from Lookup and actions like Calculation or DataRaptor Extract.

NEW QUESTION # 146

A company needs to create a quoting process for its internal agents. During quoting, the agent selects a product and specifies the grade (A, B, C, D, E) and the size (Small, Medium, Large, X-large). The process should look up the unit price using the product code, the grade, size, and then multiplies the unit price by a discount factor.

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

Choose 2 answers

- A. DataRaptor Extract
- B. Calculation Procedure
- C. DataRaptor Transform
- D. Calculation Matrix

Answer: A,D

Explanation:

The two OmniStudio tools that the consultant should recommend to meet these requirements are: Calculation Matrix and DataRaptor Extract. A Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values. The consultant can use a Calculation Matrix to look up the unit price using the product code, the grade, size, and then multiply the unit price by a discount factor. A DataRaptor Extract is a tool that can retrieve data from a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Extract to get the product code, grade, size, and discount factor from Salesforce

NEW QUESTION # 147

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 FlexCard features should the consultant recommend to meet this requirement?

Choose 2 answers

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

Answer: A,D

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 # 148

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

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 # 149

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