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Salesforce Certified Omnistudio Consultant Sample Questions (Q51-Q56):

NEW QUESTION # 51

Which three functions are performed by Action elements in OmniScript?

Choose 3 answers

- A. Send DocuSign emails for signature
- B. Get and update data in Salesforce
- C. Get and update data through APIs
- D. Organize data into multiple pages

- E. Display error messages to the user

Answer: A,B,C

Explanation:

The three functions that are performed by Action elements in OmniScript are get and update data through APIs, send DocuSign emails for signature, and get and update data in Salesforce. Action elements are used to perform various operations on data within an OmniScript. Display error messages to the user is not a function of Action elements, but of Error elements. Organize data into multiple pages is not a function of Action elements, but of Page elements.

NEW QUESTION # 52

A business is creating a new OmniScript that will allow agents to launch a guided selling process from an account detail page. The consultant reviews the initial design proposed for the OmniScript and sees that the process the following steps:

- * Step 1: Enter account name to retrieve account information
- * Step 2: Review and edit account information
- * Step 3: Select products
- * Step 4: Enter payment information

Following best practices, what suggestion should the consultant make to improve the design?

- A. Use an Edit Block in Step 4 to enter payment information.
- B. Use Multi-select elements in Step 3 for the product list.
- C. Divide Step 2 into two steps, so each task is distinct.
- D. Remove Step 1 and prefill the account information automatically.

Answer: D

Explanation:

The consultant should suggest removing Step 1 and prefilling the account information automatically to improve the design. Since the OmniScript will be launched from an account detail page, there is no need to ask the user to enter the account name again. The consultant can use an Input Parameter element to pass the account ID from the page to the OmniScript, and then use a DataRaptor Extract Action element to retrieve the account information and display it in Step 2. This will save time and avoid errors

NEW QUESTION # 53

A consultant is designing a Flexcard for a client. The client wants the Flexcard to launch a child card with additional information and actions related to the parent card when the agent clicks on a button.

How should the consultant design the Flexcard to meet the client's requirements?

- A. Design the parent card to launch a child card through a Flyout Action.
- B. Design the parent card to launch a child card when the specific action is taken.
- C. Design the parent card to launch a new Data Mapper when the specific action is taken.
- D. Design the parent card to launch a new Omniscript when the specific action is taken,

Answer: A

Explanation:

The requirement is for a FlexCard (parent card) to launch a child card with additional information and actions when an agent clicks a button. In Salesforce OmniStudio, the Flyout Action is the specific mechanism designed within FlexCards to achieve this, making B the most precise and correct answer.

Here's why B. Design the parent card to launch a child card through a Flyout Action is the correct answer:

* Flyout Action Overview: A Flyout Action in FlexCards is an interactive feature that displays a pop-up panel (flyout) when triggered, typically by a button or link. This flyout can contain a child FlexCard, OmniScript, or custom content, showing additional details or enabling actions related to the parent card's data.

* Meeting the Requirement:

* Child Card Launch: The Flyout Action can embed a child FlexCard, which displays supplemental information (e.g., related records or details) and includes actions (e.g., buttons to update data).

* Button Trigger: In the FlexCard Designer, the consultant can add a Button element to the parent card, configure its action type as "Flyout," and link it to a child FlexCard. When the agent clicks the button, the flyout appears with the child card.

* Contextual Data: The parent card's data (e.g., a record ID) can be passed to the child card via the Flyout Action's context parameters, ensuring the child card shows relevant information.

* Example: If the parent card displays a customer's summary (name, account number), clicking the button could launch a child card in a flyout showing order history and a button to initiate a return, all tied to the parent card's account ID.

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

* A. Design the parent card to launch a child card when the specific action is taken: While this is conceptually correct, it's vague and lacks specificity. "Launch a child card" isn't a defined OmniStudio action. Flyout Action is the actual mechanism to achieve this. Thus, B is the more precise answer, as it names the tool explicitly supported by FlexCards.

* C. Design the parent card to launch a new DataRaptor when the specific action is taken: A DataRaptor (e.g., DataRaptor Extract) retrieves or manipulates data, not displays a UI like a child card. While a DataRaptor might fetch data for the child card, it doesn't "launch" anything visible to the agent, making this option irrelevant to the UI requirement.

* D. Design the parent card to launch a new OmniScript when the specific action is taken: An OmniScript could be launched via a FlexCard action (e.g., an "OmniScript" action type), but it's a guided process, not a "child card." The requirement specifies a child card (implying another FlexCard), not a multi-step script, so a Flyout Action with a child FlexCard is more appropriate than an OmniScript.

References:

* Salesforce OmniStudio Documentation: FlexCard Actions - Details the Flyout Action for launching child cards or content.

* Salesforce OmniStudio Developer Guide: Flyouts in FlexCards - Explains configuring flyouts with child FlexCards.

NEW QUESTION # 54

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

Choose 3 answers

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

Answer: A,D,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 # 55

A consultant is tasked with migrating Calculation Matrices and Procedures as Decision Matrices and Expression Sets respectively. What is a key consideration when migrating Calculation Matrices and Procedures?

- A. Matrices can be migrated with minimal considerations.
- B. Matrices can be migrated without considerations.
- C. Looping procedures cannot be migrated as expression sets.
- D. Procedures can be migrated without considerations.

Answer: C

Explanation:

The task involves migrating legacy Calculation Matrices to Decision Matrices and Calculation Procedures to Expression Sets in OmniStudio. A key consideration arises from the differences in functionality between these tools, particularly with looping logic, making D the correct answer.

Here's why D. Looping procedures cannot be migrated as Expression Sets is the correct answer:

* Migration Context:

* Calculation Matrices # Decision Matrices: Calculation Matrices (from older Vlocity tools) are lookup tables that map inputs to outputs. They migrate to Decision Matrices in OmniStudio, which serve the same purpose (e.g., returning a discount based on inputs) and are generally straightforward to convert, as both are data-driven tables stored as Salesforce metadata.

* Calculation Procedures # Expression Sets: Calculation Procedures are sequential, logic-driven processes that can include formulas, conditions, and loops. They migrate to Expression Sets in OmniStudio, which are collections of reusable expressions (formulas or conditions) executed in a specific order.

* Key Consideration - Looping:

* Calculation Procedures: These legacy procedures support looping logic, such as iterating over a list of items (e.g., processing multiple line items in a quote to calculate totals).

* Expression Sets: Expression Sets in OmniStudio are designed for linear, non-iterative calculations. They execute a series of expressions (e.g., Total = Price * Quantity) but do not natively support looping constructs like "for each" or "while" loops. Looping requires an Integration Procedure or custom Apex in OmniStudio, not Expression Sets.

* Impact: If a Calculation Procedure includes looping (e.g., summing values across a JSON array), it cannot be directly migrated to an Expression Set without rearchitecting the logic. The consultant must consider alternative tools (e.g., an Integration Procedure with a Loop Block) to handle such cases.

* Why It's Key: Failing to account for looping can break the migrated process, as Expression Sets lack this capability. Identifying and addressing looping logic upfront is critical to ensure functional equivalence post-migration.

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

* A. Procedures can be migrated without considerations: This is false. Calculation Procedures often include complex logic (e.g., loops, branching), and Expression Sets have limitations (e.g., no looping), requiring careful analysis and potential redesign during migration.

* B. Matrices can be migrated with minimal considerations: While migrating Calculation Matrices to Decision Matrices is relatively straightforward (both are lookup tables), "minimal considerations" understates potential issues like data mapping or deprecated features, though looping isn't a factor here.

This isn't the key consideration compared to D.

* C. Matrices can be migrated without considerations: This is incorrect. Even for matrices, considerations like field mappings, data type compatibility, or version differences exist, though they're less complex than procedure migrations.

References:

* Salesforce OmniStudio Documentation: Migration Guide - Discusses migrating Calculation Matrices and Procedures, noting limitations like looping in Expression Sets.

* Salesforce OmniStudio Developer Guide: Expression Sets - Confirms Expression Sets lack looping, unlike Integration Procedures.

NEW QUESTION # 56

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