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Salesforce Certified OmniStudio Consultant Sample Questions (Q45-Q50):

NEW QUESTION # 45

An Insurance agency wants to enable its call center agents to be more efficient when handling customer inquiries. After analyzing patterns in the call logs, the agency discovers that one of the top customer requests is to find total insurance premiums paid as well as the difference year over year. Agents need to relay this information to the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.

What three OmniScripts elements should be used to meet the requirements?

Choose 3 answers

- **A. Calculation Action**
- B. Messaging Element
- **C. DataRaptor Extract Action**
- **D. Email Action**
- E. DataRaptor Post Action

Answer: A,C,D

Explanation:

Explanation

The three OmniScript elements that should be used to meet the requirements are: DataRaptor Extract Action, Email Action, and Calculation Action. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as total insurance premiums paid and the difference year over year, and store it in an Interface object or a JSON object. An Email Action can send an email to the customer with a summary report attached, using data from an Interface object or a JSON object. A Calculation Action can perform mathematical operations on data from an Interface object or a JSON object, such as calculating the difference year over year.

NEW QUESTION # 46

A business has a project that must be completed soon in order to meet important deadlines. However, the developer on the project has left the company, and the new team on the project has decided to use OmniStudio tools. The development work completed so far was done using APEX code. The new team must complete the project following these guidelines:

- * Minimize implementation time
- * Ensure end-user processes are as simple as possible
- * Find a way to ensure optimal UX

In this scenario, what two actions should the consultant recommend to the project team? Choose 2 answers

- **A. Implement FlexCards and OmniScripts for the front-end**
- B. Create new LWC templates for branding and styling
- C. Use existing APEX classes as data sources
- D. Replace existing APEX using DataRaptors and HTTPActions

Answer: A

Explanation:

Explanation

The two actions that the consultant should recommend to the project team are replace existing APEX using DataRaptors and HTTPActions, and implement FlexCards and OmniScripts for the front-end. Replacing existing APEX using DataRaptors and HTTPActions would reduce implementation time, as these tools are declarative and do not require coding. Implementing FlexCards and OmniScripts for the front-end would ensure end-user processes are as simple as possible, as these tools provide guided interactions and contextual data. Creating new LWC templates for branding and styling would increase implementation time, as this would require coding and testing. Using existing APEX classes as data sources would not ensure optimal UX, as this would limit the flexibility and scalability of the solution.

NEW QUESTION # 47

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a very long-running process that makes users impatient.

Which feature should the consultant recommend to improve performance and address users' concerns?

- A. Batch jobs
- B. Try Catch
- **C. Chaining**
- D. Conditions

Answer: C

NEW QUESTION # 48

An Insurance agency wants to enable its call center agents to be more efficient when handling customer inquiries. After analyzing patterns in the call logs, the agency discovers that one of the top customer requests is to find total insurance premiums paid as well as the difference year over year. Agents need to relay this information to the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.

What three OmniScript elements should be used to meet the requirements?

Choose 3 answers

- **A. Calculation Action**
- B. Messaging Element
- **C. DataRaptor Extract Action**
- **D. Email Action**
- E. DataRaptor Post Action

Answer: A,C,D

Explanation:

The three OmniScript elements that should be used to meet the requirements are: DataRaptor Extract Action, Email Action, and Calculation Action. A DataRaptor Extract Action can retrieve data from a Salesforce object, such as total insurance premiums paid and the difference year over year, and store it in an Interface object or a JSON object. An Email Action can send an email to the customer with a summary report attached, using data from an Interface object or a JSON object. A Calculation Action can perform mathematical operations on data from an Interface object or a JSON object, such as calculating the difference year over year.

NEW QUESTION # 49

A business has been experiencing a downturn in customer satisfaction due to billing issues. The business learns 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 for 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. HTTP Action, Radio Input, Date Input, DataRaptor Post Action
- **B. Radio Input, Date Input, HTTP Action, DataRaptor Post Action**
- C. HTTP Action, DataRaptor Post Action, Date Input, Radio Input
- D. Date Input, Radio Input, HTTP Action, DataRaptor Post Action

Answer: B

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 # 50

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