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Salesforce OmniStudio platform is a suite of tools that helps businesses design, automate, and manage their customer experiences across multiple channels. The platform includes tools for designing and building custom applications, managing data, and integrating with external systems. The Salesforce OmniStudio-Consultant Certification Exam covers topics such as designing and configuring custom applications, designing and implementing data models, integrating with external systems, and managing user interfaces. Candidates who pass the certification exam demonstrate their expertise in designing and implementing complex solutions using the Salesforce OmniStudio platform.

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Salesforce OmniStudio is one such product offered by the company. It is a comprehensive suite of tools designed to help businesses create, manage, and deliver personalized customer experiences across all digital channels. OmniStudio allows businesses to create targeted marketing campaigns, develop responsive websites, and automate customer service interactions through chatbots.

## Salesforce Certified OmniStudio Consultant Sample Questions (Q56-Q61):

### NEW QUESTION # 56

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?  
Choose 3 answers

- A. Prefill data for users when possible
- B. Divide complex processes into sections
- C. Provide keystroke commands for data entry
- D. Replicate existing processes as-is

- E. Provide user help text

**Answer: A,B,E**

Explanation:

When designing OmniScripts, the best practices that should be followed to increase user adoption are:

- \* Prefill data for users when possible (This reduces user effort and improves data quality)
- \* Divide complex processes into sections (This makes the script more manageable and user-friendly)
- \* Provide user help text (This guides the user through the script and clarifies any doubts)

The best practices that should not be followed to increase user adoption are:

- \* Replicate existing processes as-is (This may not leverage the full potential of OmniStudio and may not address the pain points of the users)
- \* Provide keystroke commands for data entry (This may not be intuitive or accessible for all users and may require additional training)

### NEW QUESTION # 57

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

Choose 3 answers

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

**Answer: A,B,E**

Explanation:

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 # 58

Which Omniscript element enables users to choose from a dropdown list?

- A. Calculation Action
- B. Select
- C. Lookup
- D. Data Mapper Extract Action

**Answer: B**

Explanation:

The requirement is to identify an OmniScript element that enables users to choose from a dropdown list. In Salesforce OmniStudio, the Select element is specifically designed for this purpose, making A the correct answer.

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

- \* Select Element Overview: The Select element in OmniScript creates a dropdown list (or similar UI control like a radio button group, depending on settings) that allows users to pick one option from a predefined set. It's a user-facing input element that supports:
  - \* Manual Options: Hardcoded values entered in the designer.
  - \* SObject Options: Values retrieved from a Salesforce field (e.g., picklist values).
  - \* DataRaptor/Custom Options: Dynamic values from a DataRaptor Extract or Apex.
- \* Dropdown Functionality: By default, when configured as a "Dropdown" in the Style settings, the Select element renders as a dropdown menu, enabling users to choose from a list (e.g., selecting a Case Priority like "High," "Medium," "Low").
- \* Meeting the Requirement: The Select element directly fulfills the need for a dropdown list, providing a simple, interactive way for users to make a selection within an OmniScript.

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

- \* B. Calculation Action: A Calculation Action performs backend computations or data manipulations (e.g., multiplying values or setting variables). It's not a UI element and doesn't present a dropdown list for user interaction.
- \* C. Lookup: The Lookup element allows users to search for and select a Salesforce record (e.g., an Account) via a searchable popup. While it involves selection, it's not a dropdown list—it's a dynamic search interface that returns a record, not a predefined list of options.
- \* D. DataRaptor Extract Action: This action (correcting the typo "Data Mapper Extract Action") retrieves Salesforce data using a DataRaptor Extract, but it's a backend process, not a UI element. It can supply data to a Select element for a dropdown, but it doesn't enable user selection itself.

References:

- \* Salesforce OmniStudio Documentation: OmniScript Elements Reference - Details the Select element's dropdown capabilities.
- \* Salesforce OmniStudio Developer Guide: Select Element - Explains configuration for dropdown lists.

## NEW QUESTION # 59

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

**Answer: A,C,D**

Explanation:

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 # 60

A business wants to add typeahead functionality to an existing OmniScript. The business wants the user to begin entering the name of a contact in Salesforce. and allow the user to select the contact once it has found a match. Once the contact has been selected, the OmniScript should retrieve the contact's email address for use in a later step of the process.

What data source is needed when using the TypeAhead element?

- A. Integration Procedure Action
- B. DataRaptor Post Action
- C. DataRaptor Extract Action
- D. HTTP Action

**Answer: C**

### Explanation:

## Explanation

The data source that is needed when using the TypeAhead element is DataRaptor Extract Action. A TypeAhead element is an element that can display a list of suggestions for the user to select from, as they type in a text field. A DataRaptor Extract Action is an action that can retrieve data from a Salesforce object or invoke a Salesforce API, using SOQL queries or Apex methods. The consultant can use a DataRaptor Extract Action as a data source for the TypeAhead element, to get the contact names from Salesforce and display them as suggestions

## NEW QUESTION # 61

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