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Salesforce Certified

OmniStudio Consultant

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Exam Certified-OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SP23)

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[Total Questions: 109]

Question No : 1

which two of the following use cases are best solved using Calculation Procedures & Matrices?

Choose 2 answers

A. To apply the correct factor when determining a cost
B. To return output that is calculated differently based on the date
C. To determine the list of products to display to a customer
D. To retrieve text data and convert it to an integer

Answer: A,B

Question No : 2

An investment portfolio manager wants to build a console to display:

• Client information

• Profile attributes

• Investment instrument information

There are more than 20 profile attributes. Each investment instrument has 15 fields of information to display. The fields should be grouped logically.

How should the consultant design a solution to meet the requirements?

A.
• A header FlexCard for client information with a Flyout for profile attributes
• Child FlexCards for investment instruments with a Flyout for additional information
B.
• A header FlexCard for client information and profileattributes
• FlexCards for investment instrument information
C.
• An OmniScript with a Step for client information
• Block Elements for investment instruments
D.
• A header FlexCard for client information and profile attributes
• Child FlexCardsfor investment instruments with a Flyout for additional information

Answer: C

Question No : 3

A company needs to create some boundaries for their sales teams regarding the minimum and maximum discounts that can be applied to their orders. Thediscount thresholds are set using adjustments such as 5%, 10%, 15%, 20%, 25%, and 30%. The minimum adjustment and the maximum adjustment are determined by their region and their customer lifetime score.

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

Choose 2 answers

A. OmniStudio Action
B. Calculation Procedure
C. Calculation Matrix
D. DataRaptor Transform

Answer: B,C

Question No : 4

Whendesigning OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

A. Prefill data for users when possible
B. Replicate existing processes as-is
C. Provide keystroke commands for data entry
D. Dividecomplex processes into sections
E. Provide user help text

Answer: A,D,E

Question No : 5

A company is designing a new consolefor contact center agents. The cards in the console need to display the following:

• "Open" cases with case description, case open date, case type, assigned to and priority fields. Open should be highlighted with a red border.

• "Awaiting Closure"cases with case description, last action taken date, resolution, approval reason for closure, and assigned to fields. These cases should be highlighted with a grey border.

• "Closed" cases with case description, resolution, case closed date fields with alink to duplicate cases.

All cases will be fetched using a single DataRaptor.

How should the consultant design the FlexCard solution to meet these requirements?

A. Using card session variables and a single FlexCard with multiple flyouts
B. Using card session variables and multiple FlexCards
C. Using card filter and a single FlexCard with multiple flyouts
D. Using card filter and multiple FlexCards

Answer: B

Question No : 6

A company needs tocreate multiple guided processes on their public website. The processes need to be style using the corporate branding kit. The corporate branding kit Includes guidance on colors, fonts, and icons. In addition, the website that the process will be deployedto has a style guide that dictates the format for radio buttons, slide bars, and other user interface elements. The company wants both the corporate branding kit at the website's style guide to be globally implemented in these new processes.

Which three OmniStudio features and tools should the consultant recommend to meet these requirements?

Choose 3 answers

A. OmniScript
B. Custom Styles
C. OmnlOut
D. Newport Design System
E. FlexCards

Answer: A,B,D

Question No : 7

Which three functions are performed by Action elements in OmniScript?

Choose 3 answers

A. Display error messages to the user
B. Get and update data through APIs
C. Organize data into multiple pages
D. Send DocuSign emails for signature
E. Get and update data in Salesforce

Answer: B,D,E

Question No : 8

Which OmniStudio tool is optimized for performance and minimizes configuration time?

A. Integration Procedure
B. DataRaptor Extract
C. DataRaptor Turbo Extract
D. Calculation Procedure

Answer: C

Question No : 9

An Insurance company decides to use calculation procedures and matrices to calculate premium costs for new Insurance policies. Prices change very frequently, resulting In multiplecopies of the rating or pricing tables.

What is an advantage of calculation procedures that the consultant should highlight in this scenario?

A. Allows aggregate functions
B. Allows text concatenation using algebraic operators
C. Allows multiple versions that will execute based on when the request is made
D. Allows AI integration to calculate next best offer using policy attributes

Answer: B

Question No : 10

Which OmniStudio tool creates a Chatter post and sends to a Chatter feed?

A. DataRaptor Load
B. Integration Procedure
C. Calculation Procedure
D. FlexCards

Answer: B

Question No : 11

A business plans to implement new tools for their call center agents to increase efficiency and improve customerexperience. The business needs to reduce new agent ramp-up time. During the discovery phase of the project, the business identifies the following requirements for the project:

• Easy access to frequent processes

• "At a glance" dashboards of customer information

• Lists of customer bills, which are stored on an external system

Which two FlexCard benefits should the consultant highlight when presenting a proposed solution?

Choose 2 answers

A. Guide users through complex processes
B. Display differentactions based on context
C. Allow customers to enter bill payment information
D. Display a 360° view of the customer

Answer: B,D

Question No : 12

A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual pagesusing OmniScript. The consultant reviews the process and sees in the first step, the user reviews data then enters additional information. In the next step, the process retrieves data from an external system.

In this scenario, which OmniStudio data tool should the consultant recommend?

A. DataRaptor Turbo
B. Calculation Procedure
C. Integration Procedure
D. DataRaptor Extract

Answer: C

A company implements an integration procedure that is invokedfrom an OmniScript. The integration procedure includes a recommend to improve performance and address users concerns

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

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

Answer: C

A company needs to generate invoices when contracts reach an approved status. Users should initiate the invoice generation process from the contract page, but the option should not appear until the contract reaches the approved status. After the invoice is generated, it should be sent to the customer for signature.

What three tools should be used in the solution the consultant recommends to meet these requirements?

Choose 3 answers

A. OmniScript
B. Interaction Launcher
C. FlexCards
D. OmniStudio Action
E. DataRaptor

Answer: A,C,E

Question No : 15

In OmniScript, how can pages or groups of fields be controlled based on the choices made by the user?

A. Add Cancel and Save options for the user
B. Create child OmniScripts for branched flow
C. Use the Conditional View property on a Step or Block element
D. Use the Radio Input property for a Step or Block element

Answer: C

Question No : 16

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

Answer: D

Question No : 17

A business requires a solution to generate an event {platform event) using account information. All the event information is related to the customer and is stored in Salesforce.

Using an Integration Procedure, which two actions are necessary to design this solution?

Choose 2 answers

A. HTTP

B. Response
C. DataRaptor Post
D. DataRaptor Extract

Answer: C,D

Question No : 18

Which OmniStudio tool can be used to invoke scheduled jobs?

A. Integration Procedure
B. DataRaptor Extract
C. DataRaptor Load
D. Calculation Procedure

Answer: A

Question No : 19

Which two functions can be performed by DataRaptors?

Choose 2 answers

A. Transform data
B. Combine requests into a singleresponse
C. Read and write data to external systems
D. Read and write data to Salesforce

Answer: A,D

Question No : 20 CORRECT TEXT

A business wants to display cases for an account using FlexCards. The cases should beorganized in a tabular list by case status, so that Escalated cases appear first, followed by Active and Closed cases.

Which FlexCard feature should the consultant recommend to meet this requirement?

A flyout with child FlexCards with conditions to filterby case status

B. States with conditions to filter by case status

C. A Datatable element with the Group By property

D. Child FlexCards in a parent FlexCard with the Group By property

Answer: C

Question No : 21

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. Lightning web components
C. Visualforce Page
D. FlexCards

Answer: B

Question No : 22

A business needs a 360° view of their accounts, including a FlexCard to display all of the products sold to the account. The business identified 20 different data elements and 10 actions that users would need when view the product information. Once all of the elements are collected together on the FlexCard, it looks cluttered.

Which two FlexCard features should the consultant recommend to address this issue?

Choose 2 answers

A. Use a table or chart to display data
B. Use a flyout action to display additional information
C. Use a condition to hide data unless specific criteria are met
D. Put specific fields in a collapsible block

Answer: B,D

Question No : 23

A company has a process that requires a birthday validation. At the beginning of the process, the user is asked to input their birthday. If the user is less than 18 years old. then the process should display an error stating that the age cannot be less than 18. The process should restrict users from continuing. If the user is 18 or older, then the process should proceed without any error message.

Which two OmniScript features should the consultant recommend to meet this validation requirement?

Choose 2 answers

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

Answer: B,D

Question No : 24

A company wants to create a new customer buying journey for their website. The buying journey should include the following functionality:

• Allow the user to enter contact and address information

• Require the user to enter age, gender,and optionally income bracket

• Compute a discount percentage per product based on the customer data provided

• Save the list of suggested products including discounts

Which three OmniStudio tools should the consultant use to design a solution that meets these requirements7

Choose 3 answers

A. OmniScript
B. Integration Procedures
C. Calculation Procedures and Matrices
D. FlexCard
E. OmniStudio Action

Answer: A,B,C

Question No : 25

A company needs to create a quoting process for its internal agents. During quoting, the agent selects a productand 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. Calculation Matrix
B. DataRaptor Transform
C. DataRaptor Extract
D. Calculation Procedure

Answer: A,C

Question No : 26

A company has an existing OmniScript that gathers customer information. User feedback suggests that the current process requires too much typing because all the data is entered into input text fields. The users also are concerned becausethere is no validation in the data that is entered, and users can sometimes enter data that contains errors. The required inputs are first name, last name, age, and email, users are also presented a brief questionnaire regarding customer satisfaction.

Which three input elements can the consultant recommend to improve usability and to provide validation?

Choose 3 answers

A. Headline
B. Radio Group
C. Email
D. Text Area
E. Range

Answer: B,C,D

Question No : 27

A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps.

Which OmniScript feature should theconsultant recommend to meet this requirement?

A. User Roles
B. Conditional Views
C. Script Configuration
D. Script Profiles

Answer: B

Question No : 28

A businessneeds to create a FlexCard to display open cases for an account. The cases should display different depending on their priority.

• Low or Medium priority cases should display case data and an Update Account Info action.

• High priority cases should include a red border, an alert notification, and an Escalate action.

What is the most efficient way to meet these requirements?

A. Create a FlexCard with two card states. Use conditions on the state to filter for priority.
B. Create a FlexCard with one card state. Use conditions on the fields and actions to filter for priority.
C. Create two FlexCards with one card state each. Use conditions on the states to filter for priority.
D. Create two FlexCards, one for Low / Medium priority cases and another for High priority cases.

Answer: A

Question No : 29

A company has a requirement to create a 360° view of their customers using FlexCards. At

this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains 5 child FlexCards inside the state of the parent FlexCard.

How many different data sources can be configured using FlexCards in this scenario?

A. 2
B. 6
C. 5
D. 1

Answer: D

Question No : 30

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 seekey details at a glance. How the technician also needs to sometimes access a list of past service dates for each product.

Which two FlexCards features should the consultant recommend to meet this requirement?

Choose 2 answers

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

Answer: A,C

Question No : 31

In which two cases should an integration procedure be used as a data source for FlexCards and OmniScripts,

Choose 2 answers

A. To achieve elastic scaling
B. To retrieve multiple data sources in a single response
C. To minimize the number of elements to be configured
D. To separate the user interface from changes in thedata sources