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Valid OmniStudio-Consultant FREE EXAM DUMPS QUESTIONS & ANSWERS

To be eligible to take the Salesforce OmniStudio-Consultant Certification Exam, candidates must have a strong understanding of the Salesforce platform and experience with implementing and customizing Salesforce solutions. They must also have completed the necessary training courses and have a valid Salesforce Administrator or Developer certification.

Salesforce OmniStudio platform is a powerful tool that allows businesses to create personalized, connected experiences for their customers across multiple channels. It includes a suite of products, including Salesforce Interaction Studio, Salesforce Personalization Builder, and Salesforce Audience Studio. Consultants who are certified in Salesforce OmniStudio have a deep understanding of each of these products and can use them to develop personalized, data-driven experiences for their clients.

Q31. Which OmniStudio tool is optimized for performance and minimizes configuration time?

* Integration Procedure

* DataRaptor Extract
* DataRaptor Turbo Extract
* Calculation Procedure

Q32. A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 m actions to the existing FlexCard. All 8 actions are equally important and used with the same frequency. The business wants to display the name and icon for each action. However, when reviewing the existing design, V consultant notices that the FlexCard is overloaded with actions.

What FlexCard design solution should the consultant recommend?
* Add a menue element and include all the actions
* Create a new contact FlexCard for the new actions
* Add a flyout to the existing FlexCard
* Use a block element to add these new actions

The FlexCard design solution that the consultant should recommend is to add a menu element and include all the actions. A menu element can display a list of actions in a dropdown menu, with icons and labels for each action. The consultant can use a menu element to show all the 8 actions in the FlexCard, without overloading it with buttons or links. This will improve the user experience and the design of the FlexCard

Q33. A company needs to create 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 deployed to 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
* OmniScript
* Custom Styles
* OmnlOut
* Newport Design System
* FlexCards

The three OmniStudio features and tools that the consultant should recommend to meet these requirements are: OmniScript, Custom Styles, and Newport Design System. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use OmniScripts to create the guided processes for the public website. A Custom Style is a feature that allows applying custom CSS properties to an OmniScript or a FlexCard element. The consultant can use Custom Styles to style the OmniScripts using the corporate branding kit, such as colors, fonts, and icons. A Newport Design System is a tool that provides a set of predefined styles and components for building user interfaces. The consultant can use Newport Design System to style the user interface elements in the OmniScripts, such as radio buttons, slide bars, etc., according to the website’s style guide

Q34. Which element allows a user to retrieve data from a single field and display it in a dropdown list?
* Calculation Action
* DataRaptor Extract Action
* Lookup
* Select
Explanation

The element that allows a user to retrieve data from a single field and display it in a dropdown list is Lookup.

Lookup allows the user to search for a value from a Salesforce object or an external system and select it from a list of suggestions. Calculation Action is used to perform calculations on data. DataRaptor Extract Action is used to retrieve data from multiple fields or records. Select is used to display a list of predefined values.

Q35. A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet.

Which data source should the team use to make progress on the design?
* DataRaptor
* Apex REST
* Integration Procedures
* Apex Remote

Q36. An insurance company decides to implement a sales console for the sales representatives that displays or provide access to customer information. The consultant reviews all the information required and determines that FlexCards would be the best solution to display part of the required information.

Which two pieces of data should the consultant recommend displaying using FlexCards’ Choose 2 answers
* Policies including type, issue date, amount
* Terms and Conditions for each policy
* Guided troubleshooting process
* Customer name, title, phone, email
The two pieces of data that the consultant should recommend displaying using FlexCards are: Policies including type, issue date, amount and Customer name, title, phone, email. A FlexCard is a tool that can display data and actions in a card format. The consultant can use FlexCards to show important and summary information about the customer and their policies, such as name, title, phone, email, type, issue date, and amount. These pieces of data are suitable for FlexCards because they are concise and relevant for the agents

Q37. When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers
* Prefill data for users when possible
* Replicate existing processes as-is
* Provide keystroke commands for data entry
* Divide complex processes into sections
* Provide user help text
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)

Q38. 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
* Use flyouts
* Use card states
* Enable the Responsive property
* Customize the styling

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

Q39. A health provider company is building a new application for its medical officers. The company wants to display medical test reports for patients. Medical test reports is acustom object, related to the Patients object.

For e< patient, the company needs to list each medical test report including the report name, date requested, and d generated. From each medical test report, the user should be able to take the following actions:

* Approve

* Print for Review

* Send for Retest

Which OmniStudio tools should the consultant use to design a solution to meet these requirements?
* Salesforce list view with custom buttons/links
* Multiple FlexCards with single action
* OmnlScript with multiple Step elements
* Single FlexCard with multiple actions

The OmniStudio tools that the consultant should use to design a solution to meet these requirements are:

Single FlexCard with multiple actions. A FlexCard is a tool that can display data and actions in a card format.

The consultant can use a single FlexCard to display the medical test reports for each patient, including the report name, date requested, and date generated. A FlexCard can also have multiple actions, such as buttons or links, that can invoke OmniScripts or Integration Procedures. The consultant can use multiple actions to enable the user to approve, print for review, or send for retest each medical test report

Q40. 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
* Calculation Matrix

* DataRaptor Transform
* DataRaptor Extract
* Calculation Procedure

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

Q41. A business wants to create an OmniScript that allows call center agents to schedule field service appointment customers. The process needs to retrieve available appointment dates from an external system via a REST A[and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmatic should display with rich text and images.

Which three OmniScript elements should be used to meet these requirements?

Choose 3 answers
* Text Block
* HTTP Action
* Text Area
* Select
* Multi-select

Q42. A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:

* Allow the user to select one or more energy products from a list

* Get current energy usage data from an external system via an API

* Save the data back to Salesforce as a lead

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers
* DataRaptor Post Action
* Multi-select Input
* Post to Object Action
* Radio Input
* HTTP Action
Explanation

The three OmniScript elements that the consultant should recommend to meet these requirements are:

DataRaptor Post Action, Multi-select Input, and HTTP Action. A DataRaptor Post Action is an action that can write data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post Action to save the data back to Salesforce as a lead. A Multi-select Input is an element that can display a list of options for the user to choose from, such as energy products. A Multi-select Input allows multiple options to be selected at once, and can also have icons for each option. An HTTP Action is an element that can invoke a REST or SOAP service to retrieve data from an external system, such as current energy usage data. An HTTP Action can store the response data in a JSON object for further processing

Q43. A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet.

Which data source should the team use to make progress on the design?
* DataRaptor
* Apex REST
* Integration Procedures
* Apex Remote
Explanation

The data source that the team should use to make progress on the design is Apex Remote. Apex Remote allows the designer to use mock data from an Apex class as a placeholder until the actual endpoint is ready.

DataRaptor is not a data source, but a tool for reading, transforming, and writing data. Apex REST is not suitable for XML format, as it only supports JSON format. Integration Procedures are not needed for this scenario, as there is no data integration involved.

Q44. An Insurance agency wants to enable its call center agents to be more efficient when handling customer inqul…. 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 the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.

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

Choose 3 answers
* DataRaptor Extract Action
* Email Action
* DataRaptor Post Action
* Messaging Element
* Calculation Action

Q45. 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 multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?
* Enables easier global styling changes
* Allows multiple data sources to be used
* Enables the FlexCard to be used on a community page
* Allows conditional views with the Toggle element on each child card
The advantage of embedding multiple child cards in this scenario is that it allows multiple data sources to be used. A child card can have its own data source independent of the parent card or other child cards. This way, the consultant can use different data sources for each child card, such as Salesforce objects or external systems, and display them in one FlexCard canvas

Q46. A company needs an OmniScript to allow customers to order products and services from their website. After the order is submitted, the customer should be able to download a PDF summary of the order.

What type of DataRaptor should the consultant recommend to meet this requirement?
* DataRaptor Load
* DataRaptor Extract

* DataRator Turbo Extract
* DataRaptor Transform
Explanation

The type of DataRaptor that should be recommended to meet this requirement is DataRaptor Transform.

DataRaptor Transform allows the designer to transform data from one format to another using templates. In this case, a PDF template can be used to generate a PDF summary of the order. DataRaptor Load is used to write data to Salesforce or an external system. DataRaptor Extract is used to retrieve data from Salesforce or an external system. DataRator Turbo Extract is used to retrieve data from Salesforce in batch mode.

Q47. Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile number, and email. None of the contact information on first step is required.

On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the customer says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer’s email address.

What should the consultant recommend to meet this requirement?
* Add a Set Errors element
* Add a DataRaptor to retrieve the email address
* Add a Validation Rule to the Contact object
* Add a Conditional View to the last step
The consultant should recommend adding a Set Errors element to meet this requirement. A Set Errors element can display an error message and prevent the OmniScript from proceeding if certain conditions are not met. The consultant can use a Set Errors element to check if the email address field is empty when the agent selects the checkbox to email the receipt. If it is empty, the Set Errors element can show an error message and direct the user to return to the first step and enter the customer’s email address

Q48. A consultant receives a requirement to display products installed at an account site in a customer’s 360° FlexCard view. The business requires that the width of the fields displayed should change depending on the device used to view the FlexCard. For example, the Product Name and Model field elements should display at full width on mobile devices, but they should shrink to 60% on devices such as laptops and desktops.

How should the consultant design the FlexCard to meet this requirement?
* Enable the Responsive feature on the Product Name and Model field elements
* Enable the Mobile-First feature in FlexCard settings
* Create two states, one for mobile devices and another for non-mobile devices
* Create two FlexCards, one for mobile devices and another for non-mobile devices
Explanation

The correct way to design the FlexCard to meet this requirement is to create two states, one for mobile devices and another for non-mobile devices. States allow the designer to define different layouts and behaviors for the same FlexCard based on conditions. The width of the fields can be adjusted for each state using the Size property. Enabling the Responsive feature on the field elements would not change their width, but only their alignment. Enabling the Mobile-First feature in FlexCard settings would not affect the width of the fields, but only the order in which they are displayed. Creating two FlexCards, one for mobile devices and another for non-mobile devices, would create redundant code and maintenance issues.

Q49. When a customer wants to buy a new device, a discounted rate can be applied after considering the number lines and internet coverageon their current plan.

Which OmniStudio tool could a consultant recommend to get the discounted rate?

* DataRaptor Turbo
* OmniStudio Action
* Calculation Matrices
* DataRaptor Transform

Explanation

The OmniStudio tool that the consultant should recommend to get the discounted rate is Calculation Matrices.

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 define the input variables, such as number of lines and internet coverage, and the output values, such as discounted rate. The Calculation Matrix can then apply rules and formulas to calculate the discounted rate for each combination of input variables

Q50. 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 multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?

* Enables easier global styling changes
* Allows multiple data sources to be used
* Enables the FlexCard to be used on a community page
* Allows conditional views with the Toggle element on each child card

Explanation

The advantage of embedding multiple child cards in this scenario is that it allows multiple data sources to be used. A child card can have its own data source independent of the parent card or other child cards. This way, the consultant can use different data sources for each child card, such as Salesforce objects or external systems, and display them in one FlexCard canvas

Q51. A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps to capture the required information:

* Step 1: account name and legal number

* Step 2: billing cycle and monthly due date

* Step 3: email and telephone number

After each step, a DataRaptor is used to update the account information in Salesforce.

Following best practices, which two improvements can the consultant recommend for this OmniScript?

Choose 2 answers

* Create a reusable OmniScript for this process
* Use a single DataRaptor to save the information
* Combine the three steps into one step
* Configure the save for later property

When designing OmniScripts, the best practices that should be followed to optimize performance and user experience are:

Use a single DataRaptor to save the information: Instead of using multiple DataRaptors to update the account information after each

step, it is better to use a single DataRaptor at the end of the OmniScript to save all the information at once. This reduces the number of database operations and improves performance.

Combine the three steps into one step: Instead of having three separate steps to capture the required information, it is better to combine them into one step with a simple layout. This reduces the number of page transitions and improves user experience.

The suggestions that are not best practices are:

Create a reusable OmniScript for this process: This may not be necessary if the process is specific to creating new billing accounts and not used by other OmniScripts. Creating a reusable OmniScript may add complexity and maintenance overhead.

Configure the save for later property: This may not be useful if the process is short and simple and does not require the user to resume it later. Configuring the save for later property may add unnecessary storage and retrieval logic.

Q52. When a customer wants to buy a new device, a discounted rate can be applied after considering the number lines and internet coverageon their current plan.

Which OmniStudio tool could a consultant recommend to get the discounted rate?
* DataRaptor Turbo
* OmniStudio Action
* Calculation Matrices
* DataRaptor Transform

The OmniStudio tool that the consultant should recommend to get the discounted rate is Calculation Matrices. 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 define the input variables, such as number of lines and internet coverage, and the output values, such as discounted rate. The Calculation Matrix can then apply rules and formulas to calculate the discounted rate for each combination of input variables

Q53. Which two OmniScript components should the consultant recommend using

to meet this validation requirement?

Choose 2 answers
* Messaging
* Alert
* Calculation
* Formula

Q54. what can a DataRaptor Extract do?
* Create data in multiple related objects
* Extract data from a spreadsheet
* Retrieve data from multiple related objects
* Load data from external sources

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