



Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

NEW QUESTION 1

A company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take.

Based on the user analysis exhibit shown below, which three actions should appear on the card?

INFO	QUERY TOPIC	TASK	TASK FREQUENCY	TASK IMPORTANCE
Account	Credit limit	Request higher limit	Annual	Low
Account	Interest rate	Request to lower interest rate	Annual	Low
Account	Account number	View full account number	Annual	Low
Account	Credit score	View credit score history	Monthly	Medium
Billing	Payment type	Change payment type	Annual	Low
Billing	Payment method (email, mail, etc.)	Change payment method	Annual	Low
Billing	Payment due date	Make a payment	Monthly	High
Billing	Account balance	Make a payment	Monthly	High
Billing	Payment overdue	Make a payment	Rarely	High
Fraud	Fraud alert	Verify a transaction	Rarely	High
Loyalty	Point balance	Redeem points	Annual	Low
Transactions	Latest transaction	View statements	Monthly	Medium
Transactions	Transaction history	View transaction details	Monthly	Low

Choose 3 answers

- A. Verify a transaction
- B. Request higher limit
- C. View credit score history
- D. View statements
- E. Make a payment

Answer: CDE

NEW QUESTION 2

A business wants to create a FlexCard for mobile plans to add to their Customer 360° console application. The FlexCard needs to include the following actions:

- Start a process to retrieve plan consumption data
- Create a new case
- Open a promotions web page
- Change the SIM card

which combination should the consultant use in designing the solution?

- A. Custom Event and Redirect URL
- B. OmniScript and Navigate
- C. Event, Navigate and Card
- D. Flyout and OmniScript

Answer: B

NEW QUESTION 3

Which OmniStudio tool can be used to invoke scheduled jobs?

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

Answer: A

NEW QUESTION 4

What is the purpose of Step elements in OmniScript?

- A. Allows the user to input data
- B. Groups elements that extract data
- C. Enables the use of repeatable blocks
- D. Organizes the script into one or more pages

Answer: D

NEW QUESTION 5

A business has a requirement to display cases in a console for service agents. Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

- A. Conditional View
- B. Flyouts

- C. State
- D. Styling

Answer: A

NEW QUESTION 6

A consultant needs to design an OmniScript to capture the following information:

- Select one payment method from a list of options
- Enter the address information with autocomplete
- Enter a phone number

Which OmniScript elements should be used to capture this information?

- A. Radio, TypeAhead, and Telephone
- B. Multi-Select
- C. Address, and Telephone
- D. Checkbox, Geolocation, and Number
- E. Select, TypeAhead, and Number

Answer: A

NEW QUESTION 7

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

Answer: A

NEW QUESTION 8

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 a custom object, related to the Patients object. For each patient, the company needs to list each medical test report including the report name, date requested, and date 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?

- A. Salesforce list view with custom buttons/links
- B. Multiple FlexCards with single action
- C. OmniScript with multiple Step elements
- D. Single FlexCard with multiple actions

Answer: D

NEW QUESTION 9

A company needs to create an OmniScript with three steps.

- Step 1
- Step 2
- Step 3

Enter customer details Select a product

Display a price retrieved from a REST API

The product's price should automatically display in Step 3.

What should the consultant add to the design of the OmniScript to meet these requirements?

- A. DataRaptor Post Action between Step 2 and Step 3
- B. Integration Procedure Action between Step 2 and Step 3
- C. DataRaptor Post Action inside Step 2
- D. Integration Procedure Action inside Step 3

Answer: B

NEW QUESTION 10

An OmniScript saves data to Salesforce and to an external system. What OmniScript element could save all this data?

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

Answer: B

NEW QUESTION 10

When designing OmniStudio solutions, what are two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts?

Choose 2 answers

- A. They future-proof your front end design.
- B. They can retrieve Salesforce data from multiple objects faster.
- C. They combine multiple actions into a single server call.
- D. They enable better usability in digital interactions.

Answer: BC

NEW QUESTION 14

In which two scenarios should a DataRaptor be used? Choose 2 answers

- A. To retrieve an account and its related contacts
- B. To retrieve today's financial news
- C. To send an SMS alert to the user when a process completes
- D. To merge the city and state fields into a single field

Answer: AD

NEW QUESTION 17

How should the consultant design the OmniScript solution to allow the user to stop and resume a process at a later time?

- A. Configure the Save property
- B. Configure a Resume Step
- C. Use an Integration Procedure
- D. Use a DataRaptor Post Action

Answer: A

NEW QUESTION 21

A telecommunications company wants to create a 360° view of their customers, including all customer install products grouped by service address. During the discovery phase of the project, the consultant identifies that installed products can have 4 different statuses. Agents complete different processes, depending on status of installed product. The consultant creates an inventory of all statuses and processes as shown below.

- Status = Active
 - o Pay bill
 - o Review usage
 - o Cancel service
- Status = Suspended
 - o Pay bill
 - o Reconnect service
 - o Cancel service
- Status = Pending installation
 - o Set up billing
 - o Schedule installation
 - o Cancel installation
- Status = Canceled
 - o Reconnect service
 - o Cancel service
- Status = Pending installation
 - o Set up billing
 - o Schedule installation
 - o Cancel installation
- Status = Canceled
 - o Pay bill
 - o Disconnect service
 - o Reconnect service

Which two FlexCard features should the consultant use to meet these requirements? Choose 2 answers

- A. States
- B. OmniStudio Action
- C. Custom Style
- D. Flyout

Answer: AB

NEW QUESTION 23

A company plans to use OmniScript to digitally transform its business. During the discovery phase of the project the team reviews all of the business processes including the individual steps of each process. As a result of analysis, it is clear that many processes need to update contact data at different points in the process. What solution should the consultant recommend to efficiently meet these requirements?

- A. Create an Integration Procedure to update contact data with "Chain On Step" enabled and invoke it from all OmniScripts.
- B. Create an OmniScript that uses the reusable property to update contact data and embed it in other OmniScripts.
- C. Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
- D. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

Answer: B

NEW QUESTION 28

How many levels deep can reusable OmniScripts be nested?

- A. 2
- B. 5
- C. Unlimited
- D. 1

Answer: D

NEW QUESTION 33

A company has an existing OmniScript running in production. The business decides additional customer information is needed and wants to add more questions to the process.

What is the most efficient approach that the consultant can recommend to the business to meet this requirement?

- A. Add a new Step element with Input elements
- B. Add an LWC component
- C. Add an Input Action to a Step
- D. Add a embedded FlexCard

Answer: A

NEW QUESTION 37

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

NEW QUESTION 39

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

Answer: ACD

NEW QUESTION 44

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?

- A. Add a menu element and Include all the actions
- B. Create a new contact FlexCard for the new actions
- C. Add a flyout to the existing FlexCard
- D. Use a block element to add these new actions

Answer: A

NEW QUESTION 49

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: CD

NEW QUESTION 51

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. Replace existing APEX using DataRaptors and HTTP Actions
- B. Create new LWC templates for branding and styling

- C. Implement FlexCards and OmniScripts for the front-end
- D. Use existing APEX classes as data sources

Answer: AC

NEW QUESTION 52

A business implements a simple OmniScript in their call center that allows agents to quickly create a case when on the phone with customers. The OmniScript has been running successfully in the call center for over a year. The business decides it wants to allow partners to create cases directly from their Community portal. What is the most efficient solution that the consultant can propose to meet this new requirement?

- A. Deploy the existing OmniScript to the Community portal using OmniOut.
- B. Embed the existing OmniScript as a reusable component within a new Community OmniScript.
- C. Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.
- D. Duplicate the existing OmniScript and deploy the new script on the website.

Answer: B

NEW QUESTION 55

An Insurance company decides to use calculation procedures and matrices to calculate premium costs for new Insurance policies. Prices change very frequently, resulting in multiple copies 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

NEW QUESTION 59

A business has a requirement to display an account and all of the associated contacts on a page. The number contacts will vary for each account. For each contact, the page should display first name, last name, email, and phone number with options to edit the contact information or send a message. The primary contact for an account should be highlighted with a blue border.

Which two FlexCards features should the consultant recommend to meet these requirements? Choose 2 answers

- A. Datatable
- B. Flyouts
- C. States
- D. Repeat Block

Answer: AC

NEW QUESTION 61

A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual pages using 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

NEW QUESTION 63

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?

- A. DataRaptor
- B. Apex REST
- C. Integration Procedures
- D. Apex Remote

Answer: C

NEW QUESTION 67

The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. The consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sales processes: change of plan, new sale, and loyalty. The user will select the type of sale at the beginning of the interaction, and then the OmniScript will branch into either change of plan, new sales, or loyalty processes. The process will contain multiple decision points for the user.

Following best practices, what should the consultant recommend to improve the planned design of this OmniScript?

- A. Pass the process type as an input parameter.
- B. Add more conditional views to branch the OmniScript into logical sections.
- C. Add more Step elements to create shorter pages.
- D. Create a specific OmniScript for each business process.

Answer: B

NEW QUESTION 70

An existing OmniScript used to capture and update customer information displays the following information on same page:

- Name
- Age
- Street
- Last name
- Postal code
- Gender
- State
- Phone
- City
- Country
- Email

Users report that the information displays in no specific order. Users experience errors when filling the form because it is not categorized. The process fails after submission because the mandatory fields are blank.

How can the consultant improve the user experience of the OmniScript?

- A. Use a template for each category and adding custom code for the required validation
- B. Use Section to break the information and Headline to the title and a required icon in the input
- C. Use a Visualforce Page with the categories, labels, and the required validation
- D. Use Block elements to group and required property checked in some of the inputs

Answer: D

NEW QUESTION 73

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: AB

NEW QUESTION 74

When a customer calls to report a product issue, agents need to check all open cases related to that product to see if there are any solutions that can resolve the customer's issue. Products that have been purchased are stored as assets, and there is a lookup relationship from case to asset that allows cases to be linked to the products customers have purchased.

What type of DataRaptor can be used to retrieve a list of cases filtered by the customer's asset and the last service date of the asset?

- A. DataRaptor Turbo
- B. DataRaptor Extract
- C. DataRaptor Load
- D. DataRaptor Transform

Answer: B

NEW QUESTION 77

A company needs to implement new verification processes for contacts in their org. This process relies on three Contact record types: Recruiter, Candidate, and Trainer. The verification process is different for each type of contact. For example, recruiters must pass a background check; trainers must complete mandatory training classes, and candidates must achieve certifications.

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

- A. Specific FlexCards with Actions for each type of Contact
- B. Multiple OmniStudio Actions that invoke separate OmniScripts
- C. Single FlexCard with an Action to invoke an OmniScript
- D. Single OmniStudio Action that invokes separate Omniscripts

Answer: B

NEW QUESTION 78

A company uses calculation procedures to determine product pricing. Due to the company's pricing schedules, there is always more than one calculation procedure active at one time for a given date.

In this scenario, how will the calculation engine select which calculation procedure to run?

- A. Date modified
- B. Priority
- C. Sequence
- D. Date created

Answer: B

NEW QUESTION 80

which Action element redirects the user outside an LWC OmniScript?

- A. Response
- B. Done
- C. Post to Object
- D. Navigate

Answer: D

NEW QUESTION 82

A business Implements FlexCards in their customer 360° view. The business wants to add a new action to on the FlexCards that redirects users to an external web page.

Which type of action should the consultant recommend to meet this new requirement?

- A. Redirect
- B. Event
- C. Navigate
- D. URL

Answer: C

NEW QUESTION 83

A company wants to create a guided process for their customers. The process needs to retrieve data from Salesforce as well as external systems, and the steps of the process will branch depending on input from the user. Users will complete the process in a single session.

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

- A. FlexCards and Integration Procedures
- B. FlexCards and DataRaptors
- C. OmniScripts and Integration Procedures
- D. OmniScripts and DataRaptors

Answer: C

NEW QUESTION 86

What business problem does DataRaptor solve?

- A. It removes the need to code data mappings for data transformations.
- B. It allows developers to create complex API queries declaratively.
- C. It combines multiple steps and processes into a single server call.
- D. It guides humans through a complex business process.

Answer: A

NEW QUESTION 88

A company is designing a new console for 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 a link 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

NEW QUESTION 91

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: BDE

NEW QUESTION 96

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three st to capture 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

- A. Create a reusable OmniScript for this process
- B. Use a single DataRaptor to save the information

- C. Combine the three steps into one step
- D. Configure the save for later property

Answer: BC

NEW QUESTION 100

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: ACE

NEW QUESTION 102

When a customer calls to add a new primary contact to their account, call center agents need to complete a contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer. Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF?

- A. OmniStudio Action
- B. Integration Procedure
- C. DataRaptor
- D. Calculation Procedure

Answer: C

NEW QUESTION 105

A company needs to create some boundaries for their sales teams regarding the minimum and maximum discounts that can be applied to their orders. The discount 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: BC

NEW QUESTION 106

A business is creating an agent console with FlexCards to provide a 360° view of their customers. The business wants the following information displayed:

- Account information including account name, phone, and website
- Active opportunities related to the account
- Active contracts related to the account
- The ability to view and renew contracts

An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data. How should the consultant design the FlexCards to meet these requirements?

- A. Parent FlexCard with multiple Child and Card Actions
- B. Parent FlexCard with multiple Child and different Card States
- C. Parent FlexCard with single Child and multiple Card States
- D. Parent FlexCard with single Child and Card Actions

Answer: A

NEW QUESTION 108

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