Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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NEW QUESTION 1
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 see key 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: AC

NEW QUESTION 2
A company begins a project to unify its customer data across the enterprise. After completing the discovery t analysis phases of the project, the project team recommends FlexCards as the primary solution. The stakeho of the project are excited to move forward with this recommendation. However, IT is concerned that creating FlexCards will require custom coding and advanced technical skills they do not have on their team.
Which two features should the consultant highlight to address IT's concerns? Choose 2 answers

A. The FlexCard Wizard
B. Lightning web components used in FlexCards
C. Newport Design System used in FlexCards
D. The FlexCard Designer

Answer: CD

NEW QUESTION 3
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 4
Which three of the following are functions of a Text Block element in OmniScript? Choose 3 answers

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

Answer: CDE

NEW QUESTION 5
A company implements an integration procedure that is invoked from 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

NEW QUESTION 6
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 7
A consultant designs a FlexCard with five card states following best practices. Four of the card states have a condition.
At runtime, if two of the states' condition are true, which state will be displayed?

A. The first state with the highest priority closest to the top of the canvas

B. The state closest to the top of the canvas
C. The first state with a true condition closest to the top of the canvas
D. The state with a true condition that has the highest priority

Answer: A

NEW QUESTION 8
A company has an OmniScript that allows agents to schedule service calls. The first step displays the account name, primary contact name, and telephone number to the user for confirmation. On the second step, it displays available appointment slots, which are retrieved from an external service in XML and then transformed into JSON. The following actions are currently used in the OmniScript:
• DataRaptor Extract Action
• HTTP Action
• DataRaptor Transform Action
Following best practices, what can the consultant recommend to reduce processing time?

A. Combine these actions into an Integration Procedure
B. Change DataRaptors to extract single objects
C. Add conditional views to the OmniScript
D. Add reusable OmniScripts for each step

Answer: A

NEW QUESTION 9
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 10
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. Replicate existing processes as-is
C. Provide keystroke commands for data entry
D. Divide complex processes into sections
E. Provide user help text

Answer: ADE

NEW QUESTION 10
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 11
How many levels deep can reusable OmniScripts be nested?

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

Answer: D

NEW QUESTION 13
A company needs to create a process that allows call center admins to retrieve all open cases that have a case type of "network issue" and submit the case data "as-is" to a back office system for validation in batch on a daily basis. Once the cases have been submitted, the process should trigger an email to the supervisor.
Which three OmniStudio tools should the consultant recommend to meet these requirements? Choose 3 answers

A. DataRaptor Turbo Extract
B. OmniScript
C. FlexCard
D. Integration Procedure
E. DataRaptor Load

Answer: ABD

NEW QUESTION 16
A business plans to implement new tools for their call center agents to increase efficiency and improve customer experience. 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 different actions based on context
C. Allow customers to enter bill payment information
D. Display a 360° view of the customer

Answer: BD

NEW QUESTION 18
What is the purpose of the Messaging element in OmniScript?

A. Display a custom styled message
B. Send email/text to users based on logical conditions
C. Trigger an event to external data sources based on logical conditions
D. Display a warning to users based on logical conditions

Answer: D

NEW QUESTION 21
An auto insurance company has different rates for each state in the country. The company needs to manage the rates separately, but the formula to calculate the premiums is the same. All the input and output are the same; only the values in the rating tables differ.
Which OmniStudio tool should the consultant recommend to meet this requirement?

A. DataRaptor Transform with an interface Map
B. Aggregation Steps in a Calculation Procedure
C. Class-based Calculation Procedure
D. Grouped Calculation Matrix

Answer: D

NEW QUESTION 26
A business has been experiencing a downturn in customer satisfaction due to billing Issues. The business lear 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 t request a call back on a certain date and then create a case that includes a list of bills from an external syste 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. Radio Input, Date Input, HTTP Action, DataRaptor Post Action
B. Date Input, Radio Input, HTTP Action, DataRaptor Post Action
C. HTTP Action, DataRaptor Post Action, Date Input, Radio Input
D. HTTP Action, Radio Input, Date Input, DataRaptor Post Action

Answer: A

NEW QUESTION 31
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 33
A company has account Information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes a reused in other parts of the business.
Which three OmniStudio tools are needed to meet these requirements? Choose 3 answers

A. FlexCards
B. Flyouts
C. OmniStudio Actions
D. Navigate Actions
E. Omni Script

Answer: ACE

NEW QUESTION 38
When a call center agent interacts with a customer, the agent must have all of the customer's related information available for a quick response. The business requires the agent to have access to:
• A view with information about a customer account
• A list of contacts and cases associated with the account
• All information should be on one screen
What OmnIStudio tool should be used to meet this requirement?

A. Customer IntellView
B. Lightning Record Page
C. OmniScript
D. FlexCards

Answer: D

NEW QUESTION 42
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 profile attributes• 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 FlexCards for investment instruments with a Flyout for additional information

Answer: C

NEW QUESTION 47
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

NEW QUESTION 48
A business process needs to perform a multi-step calculation on each contact record in a list.
Using an Integration Procedure to process the list, what feature can be used to meet this requirement?

A. Loop Block
B. Batch Action
C. Conditional Block
D. DataRaptor Transform Action

Answer: A

NEW QUESTION 50
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 54
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 57
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

NEW QUESTION 62
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

NEW QUESTION 64
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 68
The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. Th consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sal 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. E 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
A company needs a guided process for their internal support department that will provide the following functionality:
• Allow the user to enter their employee id
• Retrieve name, mobile phone, title, and email using the employee id
• Display the user's details on a page
• On another page, allow the user to enter case details, including subject, category, severity, and description Which three elements should the consultant recommend to meet these requirements using an OmniScrip? Choose 3 answers

A. Messaging
B. DataRaptor Post Action
C. Calculation Action
D. DataRaptor Extract Action

E. Steps

Answer: BDE

NEW QUESTION 72
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 75
which Action element redirects the user outside an LWC OmniScript?

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

Answer: D

NEW QUESTION 77
When a customer wants to buy a new device, a discounted rate can be applied after considering the number lines and internet coverage on their current plan.
Which OmniStudio tool could a consultant recommend to get the discounted rate?

A. DataRaptor Turbo
B. OmniStudio Action
C. Calculation Matrices
D. DataRaptor Transform

Answer: C

NEW QUESTION 79
A company implements an integration procedure that is invoked from an OmniScript. The integration procedL includes a very long-running process that makes users impatient.
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

NEW QUESTION 83
Which three use cases should be implemented using Calculation Procedures & Matrices? Choose 3 answers

A. Use a house's address, size, and age of the building to determine an insurance premium.
B. Use rules to determine eligible insurance products based on a house's address and age of the building.
C. Use location and past usage to determine the monthly cost for an energy product.
D. Use the product color and capacity to determine the price of a product.
E. Use risk factors for an insured item to determine different insurance product options.

Answer: CDE

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 92

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 97

When a customer calls to add a new primary contact to their account, call center agents need to complete a I 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 99

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

A. Calculation Matrix
B. DataRaptor Transform
C. DataRaptor Extract
D. Calculation Procedure

Answer: AC

NEW QUESTION 102

A business is creating a new OmniScript that will allow agents to launch a guided selling process from an account detail page. The consultant reviews the initial design proposed for the OmniScript and sees that the process ^ the following steps:
• Step 1: Enter account name to retrieve account information
• Step 2: Review and edit account information
• Step 3: Select products
• Step 4: Enter payment information
Following best practices, what suggestion should the consultant make to improve the design?

A. Remove Step 1 and prefill the account information automatically.
B. Divide Step 2 into two steps, so each task is distinct.
C. Use an Edit Block in Step 4 to enter payment information.
D. Use Multi-select elements in Step 3 for the product list.

Answer: A

NEW QUESTION 105
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