Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

NEW QUESTION 1
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 2
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 the consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 3
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 4
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 5
A company has designed a process that extracts a large amount of data from a Salesforce object. Due to the volume of data that will be retrieved, it is important that Governor limits are not exceeded.
What solution should the consultant recommend?

A. DataRaptor Extract with Chaining
B. DataRaptor Turbo Extract
C. Calculation Procedure and DataRaptor Turbo Extract
D. Integration Procedure and DataRaptor Turbo Extract

Answer: D

NEW QUESTION 6
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 stat
D. Use conditions on the fields and actions to filter for priority.
E. Create two FlexCards with one card state eac
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 7
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 8
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 9
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 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
In an Integration Procedure, what group element will control whether an individual action executes?

A. Conditional Block
B. Cache Block
C. Try-Catch Block
D. Loop Block

Answer: A

NEW QUESTION 15
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 17
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 21
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 23
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 28
Which element allows a user to retrieve data from a single field and display it in a dropdown list?

A. Calculation Action
B. DataRaptor Extract Action
C. Lookup
D. Select

Answer: C

NEW QUESTION 33
which of the following are Integration Procedure Actions?

A. Email
B. OmniScript
C. PDF
D. TypeAhead

Answer: A

NEW QUESTION 37
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 viewing the product information. Once all of the elements were collected together on the FlexCard, it looked cluttered.
What FlexCard feature should the consultant recommend to address this issue?

A. Zones
B. States
C. Actions
D. Flyouts

Answer: D

NEW QUESTION 38
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 41
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 44
A business has the following requirements:
• To display cases for an account
• The user should see all of the cases on the canvas
• The user should be able to create a new case from the canvas The consultant decides to use states to enable this functionality.
Which type of state should the consultant recommend to allow users to create a new case from the canvas?

A. Active Card State
B. Blank Card State
C. Edit Mode State
D. New Card State

Answer: A

NEW QUESTION 49
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 52
A consultant must design a 360 view of the customer. The business requirements are:
• A header card with account information (name, account number, next billing date, invoice method)
• A list of related contacts (first name, last name, phone)
• All the open cases related to the account (subject, priority, SLA)
An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to the different sections available at a glance.
Which two FlexCard features should the consultant recommend to improve the user experience?
Choose 2 answers

A. Use a Datatable element
B. Use a Block Element with the Collapse property enabled
C. Use a Zone Template
D. Use a Custom Style to adjust height and width

Answer: AB

NEW QUESTION 53
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 56
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 61
A business implements several OmniScripts and requests a design review to identify possible improvements. During the review, the consultant notices that each OmniScript needs to update address data, but each OmniScript collects the information differently using different labels and input elements.
What can the consultant recommend to improve these OmniScripts?

A. Create new versions of the OmniScripts to collect the address information.
B. Create a reusable OmniScript to update address information.
C. Use a DataRaptor Transform to standardize the data format.
D. Add an address typeahead element to all the OmniScripts.

Answer: B

NEW QUESTION 66
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 bmust 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?

A. Add a Set Errors element
B. Add a DataRaptor to retrieve the email address
C. Add a Validation Rule to the Contact object
D. Add a Conditional View to the last step

Answer: A

NEW QUESTION 68
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 69
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