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
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 wants to create a reusable OmniScript to capture customer payment information during the order process. The business decides that the first step of the payment process should include:
• Payment type (credit card or bank account)
• Payment amount
Which two elements should the consultant recommend for this step of the process? Choose 2 answers

A. Number
B. Radio
C. Multi-select
D. Currency

Answer: BD

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-Selec
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 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 8
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 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
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 10
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 14
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 15
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: ABC

NEW QUESTION 20
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 24
How many levels deep can reusable OmniScripts be nested?

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

Answer: D

NEW QUESTION 28
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 because there 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: BCD

NEW QUESTION 30
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: BD

NEW QUESTION 32
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

NEW QUESTION 33
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 34
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 35
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 menue 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 37
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 40
Agents for an insurance company need to know the current and past weather conditions when creating claims customers. The consultant implements a FlexCard for weather conditions in the console to ensure the agents h access to the information. The FlexCard needs to provide fields extracted from a weather API and account field from Salesforce.
According to best practice, what data source should be used?

A. Streaming API
B. DataRaptor Extract
C. REST
D. Integration Procedure

Answer: D

NEW QUESTION 41
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 44
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: BD

NEW QUESTION 47
which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 52
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, at phone number with options to edit the contact information or send a message. The primary contact for an a 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 56
Which OmniScript element can be used to retrieve data from more than one source?

A. Calculation Action
B. Integration Procedure Action
C. DataRaptor Extract Action
D. Matrix Action

Answer: B

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 62
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?

A. DataRaptor Load
B. DataRaptor Extract
C. DataRator Turbo Extract

D. DataRaptor Transform

Answer: D

NEW QUESTION 66
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 67
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

NEW QUESTION 69
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 73
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 77
A customer needs to create an OmniScript to capture payment Information. In the first step of the process, it user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment t should display with a different icon. The process should check to see if the customer has any saved payment information of that type, and if there is, no further action is required. If there is no saved payment informatic then the user should be allowed to enter the information, and the process should save It.
Which three OmniScript elements should be used to meet these requirements? Choose 3 answers

A. DataRaptor Transform Action
B. Select
C. DataRaptor Extract Action
D. Radio
E. DataRaptor Post Action

Answer: CDE

NEW QUESTION 78
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 82
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 87
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 90
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 93
A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users will access to more than 25 processes. Recently, a new project was started to build a 360° view using FlexCards to replace the legacy application.
In this scenario, which three FlexCard features should the consultant recommend? Choose 3 answers

A. Actions
B. Custom Styles
C. Menu elements
D. Datatables
E. Newport Design System

Answer: ABC

NEW QUESTION 95
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 97
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 98
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 100
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 103
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 106
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 108
When a customer calls to add a new primary contact to their account, call center agents need to complete a l 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 111
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 113
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 117
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 118
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