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
Which two functions can be performed by DataRaptors? Choose 2 answers

A. Transform data
B. Combine requests into a single response
C. Read and write data to external systems
D. Read and write data to Salesforce

Answer: AD

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
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 6
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 7
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 8
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 9
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?

A. Enables easier global styling changes
B. Allows multiple data sources to be used
C. Enables the FlexCard to be used on a Community page
D. Allows conditional views with the Toggle element on each child card

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
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
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 18

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 19
An insurance company wants to create an OmniScript that allows the user to review and change account number such as phone number and website. In this process, the following functionality is needed:
• Enter the company's website
• Enter the account phone number
• Each field should display on a separate line of the page
Which three elements should the consultant include in the OmniScript design solution? Choose 3 answers

A. Number
B. Text Area
C. Telephone
D. Line Break
E. Text

Answer: CDE

NEW QUESTION 24
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 28
A business wants to display cases for an account using FlexCards. The cases should be organized in a tabular list by case status, so that Escalated cases appear first, followed by Active and Closed cases.
Which FlexCard feature should the consultant recommend to meet this requirement?

A. flyout with child FlexCards with conditions to filter by case status
B. States with conditions to filter by case status
C. A Datatable element with the Group By property
D. Child FlexCards in a parent FlexCard with the Group By property

Answer: C

NEW QUESTION 29
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 30
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 32

How many levels deep can reusable OmniScripts be nested?

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

Answer: D

NEW QUESTION 34

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 36

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 38

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 42

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 45

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 47

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 51
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 56
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 59
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 64
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

A. Text Block
B. HTTP Action
C. Text Area
D. Select
E. Multi-select

Answer: ABD

NEW QUESTION 68
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 72
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 76
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 78
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

A. OmniScript
B. Custom Styles
C. OmnlOut
D. Newport Design System
E. FlexCards

Answer: ABD

NEW QUESTION 79
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 81
An existing OmniScript used to capture and update customer information displays the following information o 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 inform 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 86
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 90
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 92
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 97
which Action element redirects the user outside an LWC OmniScript?

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

Answer: D

NEW QUESTION 98
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 102
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 104
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 108
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 111
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 112
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 115
A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:
• Present the user with a customer satisfaction question that allows them to select one option from a 1-5 satisfaction rating.
• Create a case for an account team member to follow up.
• Email a summary message to the user.
Which OmniScript elements should the consultant recommend to meet these requirements'

A. Radio Group, Remote Action, and Messaging Action
B. Multi-Select, Remote Action, and Email Action
C. Radio Group, DataRaptor Post Action, and Email Action
D. Edit Block, DataRaptor Post Action, and Messaging Action

Answer: C

NEW QUESTION 120
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 123
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 125
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