Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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NEW QUESTION 1
A company has deployed an OmniScript that is working as designed. During the process, the OmniScript has multiple steps that allow the user to review lists of cases, contacts, quotes, orders, and contracts for an accour
Each step uses DataRaptor Extract Actions to retrieve Salesforce data. However, the OmniScript is reaching performance limitations, and the development team warns that they may begin hitting Governor limits.
Which two suggestions should the consultant propose to address this concern? Choose 2 answers

A. Replace the DataRaptor Extracts with DataRaptor Turbo Extracts
B. Add Limit filter in DataRaptor Extract
C. Combine the DataRaptors into an Integration Procedure
D. Add Order By filter in DataRaptor Extract

Answer: AC

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
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 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 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 e< patient, the company needs to list each medical test report including the report name, date requested, and d 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. OmnlScript with multiple Step elements
D. Single FlexCard with multiple actions

Answer: D

NEW QUESTION 8
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 9
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 10
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 10
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 15
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 20
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 21
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 22
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 26
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 28
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 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 36
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 40
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 42
A company is beginning their first project using Calculation Procedures & Matrices. The developers on the tea are concerned about learning the new tool and how they will test their calculation procedures. The consultant recommends that they use the built-in simulator.
In this scenario, what benefit should the consultant highlight to the developer team?

A. It aggregates data elements that have been calculated separately.
B. It verifies data types in the algebraic calculations of the calculation procedure.
C. It generates sample input and output JSON that can be easily used to build DataRaptors.
D. It allows developers to create what-if calculations.

Answer: C

NEW QUESTION 45
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 49
which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 52
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 57
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 62
In which two cases should an integration procedure be used as a data source for FlexCards and OmniScripts, Choose 2 answers

A. To achieve elastic scaling
B. To retrieve multiple data sources in a single response
C. To minimize the number of elements to be configured
D. To separate the user interface from changes in the data sources

Answer: BD

NEW QUESTION 67
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 68
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 70
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 72
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 76
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 78
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 84
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 86
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 87
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 88
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 92
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 95
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 97
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 98
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