



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 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

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 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

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

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

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

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 15

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 17

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 20

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

A business has been experiencing a downturn in customer satisfaction due to billing Issues. The business learn 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 to request a call back on a certain date and then create a case that includes a list of bills from an external system 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 27

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 an embedded FlexCard

Answer: A

NEW QUESTION 32

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 37

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 have 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 42

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 47

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 52

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 56

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 58

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 OmniScript? Choose 3 answers

- A. Messaging
- B. DataRaptor Post Action
- C. Calculation Action
- D. DataRaptor Extract Action
- E. Steps

Answer: BDE

NEW QUESTION 61

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 62

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 66

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 68

A consultant has a project with the following requirement: "Agents need to follow a standard customer greeti.... script in order to ensure brand consistency."

Which OmniScript element should the consultant recommend to ensure the agents can see and follow these standard scripts?

- A. Input Block
- B. Text Area
- C. Headline
- D. Step

Answer: C

NEW QUESTION 72

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 77

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 81

An insurance company decides to implement a sales console for the sales representatives that displays or provide access to customer information. The consultant reviews all the information required and determines that FlexCards would be the best solution to display part of the required information.

Which two pieces of data should the consultant recommend displaying using FlexCards' Choose 2 answers

- A. Policies including type, issue date, amount
- B. Terms and Conditions for each policy
- C. Guided troubleshooting process
- D. Customer name, title, phone, email

Answer: AD

NEW QUESTION 84

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 88

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