

# Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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#### 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 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 3

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-Select
- C. Address, and Telephone
- D. Checkbox, Geolocation, and Number
- E. Select, TypeAhead, and Number

**Answer:** A

#### NEW QUESTION 4

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

**Answer:** D

#### NEW QUESTION 5

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 6

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 7

How many levels deep can reusable OmniScripts be nested?

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

**Answer:** D

#### NEW QUESTION 8

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 9

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 10

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 10

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 are 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 14

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 16

A company is beginning their first project using Calculation Procedures & Matrices. The developers on the team 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 20

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 24

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 25

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 28

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. DataRaptor Turbo Extract
- D. DataRaptor Transform

**Answer:** D

#### NEW QUESTION 30

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 31

A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet. Which data source should the team use to make progress on the design?

- A. DataRaptor
- B. Apex REST
- C. Integration Procedures
- D. Apex Remote

**Answer:** C

#### NEW QUESTION 36

The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. The consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sales 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. Each 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 39

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 41

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 44

A consultant has a project with the following requirement: "Agents need to follow a standard customer greeting.... 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 46

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 51

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 55

A company needs to create some boundaries for their sales teams regarding the minimum and maximum discounts that can be applied to their orders. The discount thresholds are set using adjustments such as 5%, 10%, 15%, 20%, 25%, and 30%. The minimum adjustment and the maximum adjustment are determined by their region and their customer lifetime score.

Which two OmniStudio tools should the consultant recommend to meet these requirements' Choose 2 answers

- A. OmniStudio Action
- B. Calculation Procedure
- C. Calculation Matrix
- D. DataRaptor Transform

**Answer:** BC

#### NEW QUESTION 58

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 59

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