

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)

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NEW QUESTION 1

A company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take.

Based on the user analysis exhibit shown below, which three actions should appear on the card?

INFO	QUERY TOPIC	TASK	TASK FREQUENCY	TASK IMPORTANCE
Account	Credit limit	Request higher limit	Annual	Low
Account	Interest rate	Request to lower interest rate	Annual	Low
Account	Account number	View full account number	Annual	Low
Account	Credit score	View credit score history	Monthly	Medium
Billing	Payment type	Change payment type	Annual	Low
Billing	Payment method (email, mail, etc.)	Change payment method	Annual	Low
Billing	Payment due date	Make a payment	Monthly	High
Billing	Account balance	Make a payment	Monthly	High
Billing	Payment overdue	Make a payment	Rarely	High
Fraud	Fraud alert	Verify a transaction	Rarely	High
Loyalty	Point balance	Redeem points	Annual	Low
Transactions	Latest transaction	View statements	Monthly	Medium
Transactions	Transaction history	View transaction details	Monthly	Low

Choose 3 answers

- A. Verify a transaction
- B. Request higher limit
- C. View credit score history
- D. View statements
- E. Make a payment

Answer: CDE

NEW QUESTION 2

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 3

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 4

A company begins a project to unify its customer data across the enterprise. After completing the discovery and analysis phases of the project, the project team recommends FlexCards as the primary solution. The stakeholders 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 5

A company has designed a process that extracts a large amount of data from a Salesforce object. Due to the volume of data that will be retrieved, it is important

that Governor limits are not exceeded.
What solution should the consultant recommend?

- A. DataRaptor Extract with Chaining
- B. DataRaptor Turbo Extract
- C. Calculation Procedure and DataRaptor Turbo Extract
- D. Integration Procedure and DataRaptor Turbo Extract

Answer: D

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

Answer: A

NEW QUESTION 7

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 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 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 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 13

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 15

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 17

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 18

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 21

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 23

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 27

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 30

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 32

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 33

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 38

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 40

which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 45

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 48

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 API and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation 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 53

A company needs to create multiple guided processes on their public website. The processes need to be styled 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 and 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. OmniOut
- D. Newport Design System
- E. FlexCards

Answer: ABD

NEW QUESTION 58

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 59

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 61

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 66

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 67

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 72

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 77

An insurance company decides to implement a sales console for the sales representatives that displays or provides 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 82

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 84

A consultant receives a requirement to display products installed at an account site in a customer's 360° FlexCard view. The business requires that the width of the fields displayed should change depending on the device used to view the FlexCard. For example, the Product Name and Model field elements should display at full width on mobile devices, but they should shrink to 60% on devices such as laptops and desktops.

How should the consultant design the FlexCard to meet this requirement?

- A. Enable the Responsive feature on the Product Name and Model field elements

- B. Enable the Mobile-First feature in FlexCard settings
- C. Create two states, one for mobile devices and another for non-mobile devices
- D. Create two FlexCards, one for mobile devices and another for non-mobile devices

Answer: A

NEW QUESTION 89

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 93

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 98

A business is creating a new OmniScript that will allow agents to launch a guided selling process from an account detail page. The consultant reviews the initial design proposed for the OmniScript and sees that the process has the following steps:

- Step 1: Enter account name to retrieve account information
- Step 2: Review and edit account information
- Step 3: Select products
- Step 4: Enter payment information

Following best practices, what suggestion should the consultant make to improve the design?

- A. Remove Step 1 and prefill the account information automatically.
- B. Divide Step 2 into two steps, so each task is distinct.
- C. Use an Edit Block in Step 4 to enter payment information.
- D. Use Multi-select elements in Step 3 for the product list.

Answer: A

NEW QUESTION 100

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