

OmniStudio-Consultant Dumps

Salesforce Certified OmniStudio Consultant Exam (SU21)

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NEW QUESTION 1

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 2

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 3

A business needs to create a FlexCard to display open cases for an account. The cases should display differently 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 states
- B. Use conditions on the state to filter for priority.
- C. Create a FlexCard with one card state
- D. Use conditions on the fields and actions to filter for priority.
- E. Create two FlexCards with one card state each
- 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 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

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 6

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 7

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 8

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 9

How many levels deep can reusable OmniScripts be nested?

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

Answer: D

NEW QUESTION 10

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 10

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 13

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 18

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 20

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 25

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 26

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 31

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 33

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 37

An Insurance company decides to use calculation procedures and matrices to calculate premium costs for new Insurance policies. Prices change very frequently, resulting in multiple copies of the rating or pricing tables.

What is an advantage of calculation procedures that the consultant should highlight in this scenario?

- A. Allows aggregate functions
- B. Allows text concatenation using algebraic operators
- C. Allows multiple versions that will execute based on when the request is made
- D. Allows AI integration to calculate next best offer using policy attributes

Answer: B

NEW QUESTION 42

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 44

In OmniScript, how can pages or groups of fields be controlled based on the choices made by the user?

- A. Add Cancel and Save options for the user
- B. Create child OmniScripts for branched flow
- C. Use the Conditional View property on a Step or Block element
- D. Use the Radio Input property for a Step or Block element

Answer: C

NEW QUESTION 48

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 52

An existing OmniScript used to capture and update customer information displays the following information on 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 form 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 56

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 61

which Action element redirects the user outside an LWC OmniScript?

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

Answer: D

NEW QUESTION 62

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 67

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 70

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 74

What is the purpose of a DataRaptor Load?

- A. Write data to Salesforce objects
- B. Post data to Salesforce APIs
- C. Load data to an Interface object
- D. Send data to a PDF template

Answer: A

NEW QUESTION 77

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