



Salesforce

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 account. 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 transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps. Which OmniScript feature should the consultant recommend to meet this requirement?

- A. User Roles
- B. Conditional Views
- C. Script Configuration
- D. Script Profiles

Answer: B

NEW QUESTION 3

Which two functions can be performed by DataRaptors? Choose 2 answers

- A. Transform data
- B. Combine requests into a single response
- C. Read and write data to external systems
- D. Read and write data to Salesforce

Answer: AD

NEW QUESTION 4

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 5

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 6

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 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

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 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

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

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 14

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 19

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 22

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 24

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 27

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 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 36

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 41

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 45

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 47

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 49

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 53

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 54

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 55

A healthcare company wants to enable its subscribers to add, edit, or delete dependents related to their policy via their Community portal. The project team decides to use OmniStudio tools to provide this functionality.

In this scenario, which two OmniStudio features should the consultant recommend? Choose 2 answers

- A. Datatable
- B. Remote Action
- C. Response Action
- D. Edit Block

Answer: CD

NEW QUESTION 60

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 63

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 65

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure 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 68

Which three use cases should be implemented using Calculation Procedures & Matrices? Choose 3 answers

- A. Use a house's address, size, and age of the building to determine an insurance premium.
- B. Use rules to determine eligible insurance products based on a house's address and age of the building.
- C. Use location and past usage to determine the monthly cost for an energy product.
- D. Use the product color and capacity to determine the price of a product.
- E. Use risk factors for an insured item to determine different insurance product options.

Answer: CDE

NEW QUESTION 69

Which three functions are performed by Action elements in OmniScript? Choose 3 answers

- A. Display error messages to the user
- B. Get and update data through APIs
- C. Organize data into multiple pages
- D. Send DocuSign emails for signature
- E. Get and update data in Salesforce

Answer: BDE

NEW QUESTION 70

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps 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 72

Which of the following is a key difference between Integration Procedures and DataRaptors?

- A. DataRaptors can access data from external sources.
- B. DataRaptors can invoke multiple actions in a single server call.
- C. Integration Procedures can access data from external sources.
- D. Integration Procedures can retrieve data from multiple related objects.

Answer: C

NEW QUESTION 74

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 77

When a customer calls to add a new primary contact to their account, call center agents need to complete a contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer.

Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF?

- A. OmniStudio Action
- B. Integration Procedure
- C. DataRaptor
- D. Calculation Procedure

Answer: C

NEW QUESTION 79

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 80

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 84

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 ^ 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 85

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