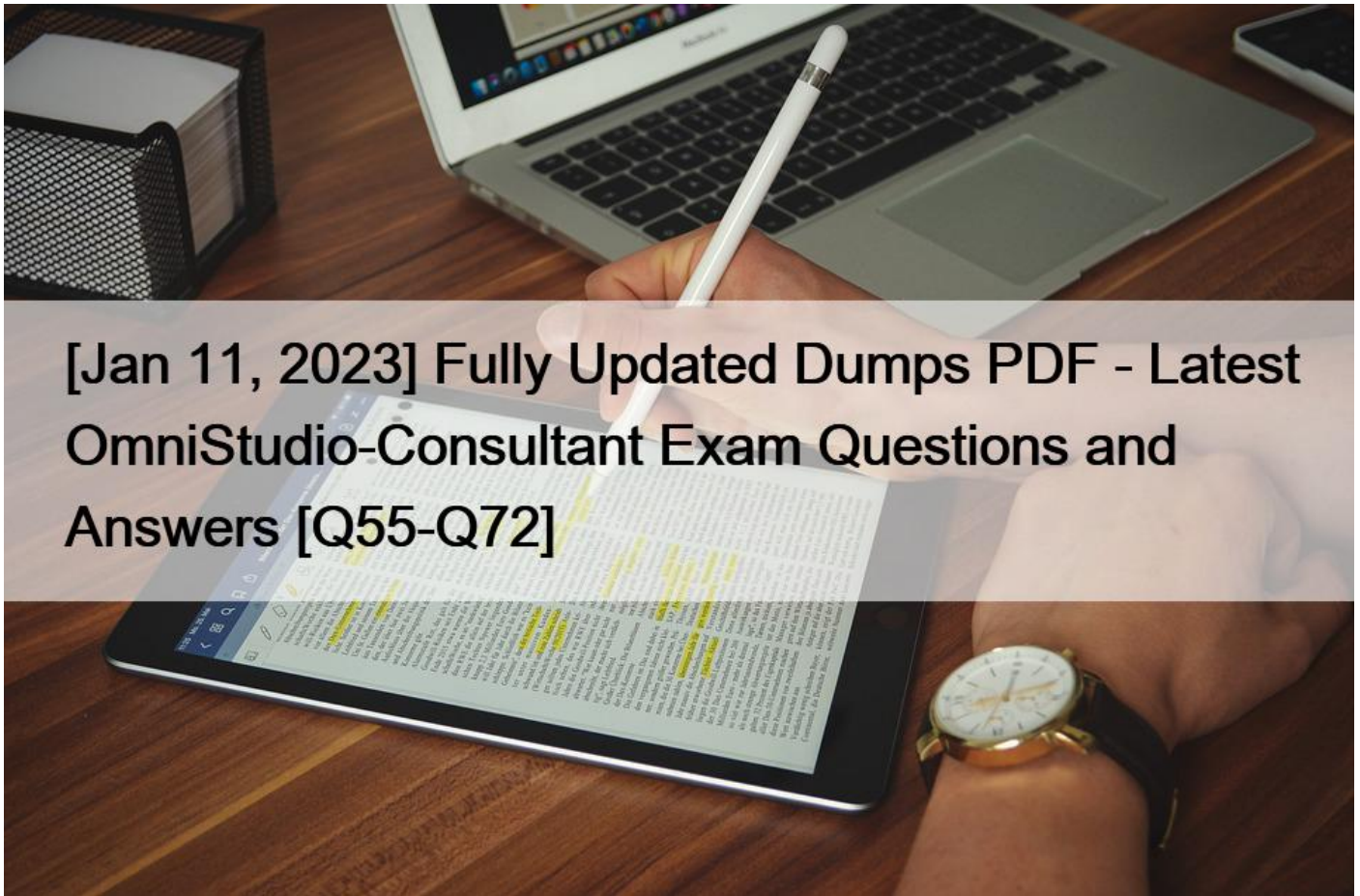


[Jan 11, 2023 Fully Updated Dumps PDF - Latest OmniStudio-Consultant Exam Questions and Answers [Q55-Q72]



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NEW QUESTION 55

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?

- * DataRaptor Extract with Chaining
- * DataRaptor Turbo Extract
- * Calculation Procedure and DataRaptor Turbo Extract
- * Integration Procedure and DataRaptor Turbo Extract

NEW QUESTION 56

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?

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

NEW QUESTION 57

A business has the following requirements:

- * To display cases for an account
- * The user should see all of the cases on the canvas
- * The user should be able to create a new case from the canvas

The consultant decides to use states to enable this functionality.

Which type of state should the consultant recommend to allow users to create a new case from the canvas?

- * Active Card State
- * Blank Card State
- * Edit Mode State
- * New Card State

NEW QUESTION 58

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?

- * Create an Integration Procedure to update contact data with `“Chain On Step”` enabled and invoke it from all OmniScripts.
- * Create an OmniScript that uses the reusable property to update contact data and embed it In other OmniScripts.
- * Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
- * Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

NEW QUESTION 59

Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile number, and email. None of the contact information on first step is required.

On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the bmust says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer’s email address.

What should the consultant recommend to meet this requirement?

- * Add a Set Errors element

- * Add a DataRaptor to retrieve the email address
- * Add a Validation Rule to the Contact object
- * Add a Conditional View to the last step

NEW QUESTION 60

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?

- * Omniscript
- * Lightning web components
- * Visualforce Page
- * FlexCards

NEW QUESTION 61

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?

- * Try Catch
- * Batch jobs
- * Chaining
- * Conditions

NEW QUESTION 62

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

- * OmniStudio Action
- * Calculation Procedure
- * Calculation Matrix
- * DataRaptor Transform

NEW QUESTION 63

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

- * Guide users through complex processes
- * Display different actions based on context
- * Allow customers to enter bill payment information
- * Display a 360° view of the customer

NEW QUESTION 64

A business is creating an agent console with FlexCards to provide a 360° view of their customers. The business wants the following information displayed:

- * Account information including account name, phone, and website
- * Active opportunities related to the account
- * Active contracts related to the account
- * The ability to view and renew contracts

An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data.

How should the consultant design the FlexCards to meet these requirements?

- * Parent FlexCard with multiple Child and Card Actions
- * Parent FlexCard with multiple Child and different Card States
- * Parent FlexCard with single Child and multiple Card States
- * Parent FlexCard with single Child and Card Actions

NEW QUESTION 65

What business problem does DataRaptor solve?

- * It removes the need to code data mappings for data transformations.
- * It allows developers to create complex API queries declaratively.
- * It combines multiple steps and processes into a single server call.
- * It guides humans through a complex business process.

NEW QUESTION 66

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?

- * Add a new Step element with Input elements
- * Add an LWC component
- * Add an Input Action to a Step
- * Add a embedded FlexCard

NEW QUESTION 67

What is the purpose of the Messaging element in OmniScript?

- * Display a custom styled message
- * Send email/text to users based on logical conditions
- * Trigger an event to external data sources based on logical conditions
- * Display a warning to users based on logical conditions

NEW QUESTION 68

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

- * DataRaptor Turbo Extract
- * OmniScript
- * FlexCard
- * Integration Procedure
- * DataRaptor Load

NEW QUESTION 69

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

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

NEW QUESTION 70

Which OmniStudio tool is optimized for performance and minimizes configuration time?

- * Integration Procedure
- * DataRaptor Extract
- * DataRaptor Turbo Extract
- * Calculation Procedure

NEW QUESTION 71

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

- * Prefill data for users when possible
- * Replicate existing processes as-is
- * Provide keystroke commands for data entry
- * Divide complex processes into sections
- * Provide user help text

NEW QUESTION 72

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?

- * Using card session variables and a single FlexCard with multiple flyouts
- * Using card session variables and multiple FlexCards
- * Using card filter and a single FlexCard with multiple flyouts
- * Using card filter and multiple FlexCards

Salesforce OmniStudio-Consultant Exam Syllabus Topics:

TopicDetailsTopic 1- Describe the benefits of using Calculation Matrices and Calculation Procedures and provide real examples - Identify business process step requirements and map them to OmniScript ComponentsTopic 2- Explain the purpose and benefits of Integration Procedures and DataRaptors- Explain the basic structure of an OmniScriptTopic 3- Create fit- gap analyses between requirements and OmniStudio capabilities- FlexCards to ensure they meet customer requirements- needs

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