

## Download OmniStudio-Consultant Dumps (2023) - Free PDF Exam Demo [Q28-Q52]



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**Download OmniStudio-Consultant Dumps (2023) - Free PDF Exam Demo Enhance your career with OmniStudio-Consultant PDF Dumps - True Salesforce Exam Questions**

**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- Design Integration Procedures and related DataRaptors- Explain the capabilities, use cases and purpose of using FlexCardsTopic 4- Collect and group the customer 360 Information required to show to an end user- Gather, analyze, and simplify business requirements in order to design solutions using OmniStudio tools

### **NEW QUESTION 28**

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 e< patient, the company needs to list each medical test report including the report name, date requested, and d 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?

- \* Salesforce list view with custom buttons/links
- \* Multiple FlexCards with single action
- \* OmniScript with multiple Step elements
- \* Single FlexCard with multiple actions

### NEW QUESTION 29

When a customer calls to add a new primary contact to their account, call center agents need to complete a I 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?

- \* OmniStudio Action
- \* Integration Procedure
- \* DataRaptor
- \* Calculation Procedure

### NEW QUESTION 30

Which Action element redirects the user outside an LWC OmniScript?

- \* Response
- \* Done
- \* Post to Object
- \* Navigate

### NEW QUESTION 31

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

- \* Headline
- \* Radio Group
- \* Email
- \* Text Area
- \* Range

### NEW QUESTION 32

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?

- \* Create new versions of the OmniScripts to collect the address information.
- \* Create a reusable OmniScript to update address information.
- \* Use a DataRaptor Transform to standardize the data format.
- \* Add an address typeahead element to all the OmniScripts.

### NEW QUESTION 33

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 agent 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 34

A company needs to create a new quote estimation process for its services team. This process involves multiple steps. The user needs to enter a variable number of rows of data in order to calculate the correct final price of the quote. The data that needs to be entered in each row includes:

- \* Service category
- \* Number of hours
- \* Hourly rate

The number of hours should be multiplied with the hourly rate to calculate the total for each row.

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers

- \* Edit Block
- \* Multi-select
- \* Formula
- \* Step
- \* Input Block

### NEW QUESTION 35

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?

- \* FlexCards and Integration Procedures
- \* FlexCards and DataRaptors
- \* OmniScripts and Integration Procedures
- \* OmniScripts and DataRaptors

### **NEW QUESTION 36**

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?

- \* DataRaptor Turbo
- \* OmniStudio Action
- \* Calculation Matrices
- \* DataRaptor Transform

### **NEW QUESTION 37**

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 38**

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?

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

### NEW QUESTION 39

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 40

A company has a process that requires a birthday validation. At the beginning of the process, the user is asked to input their birthday. If the user is less than 18 years old, then the process should display an error stating that the age cannot be less than 18. The process should restrict users from continuing. If the user is 18 or older, then the process should proceed without any error message.

Which two OmniScript features should the consultant recommend to meet this validation requirement?

Choose 2 answers

- \* Calculation
- \* Messaging
- \* Alert
- \* Formula

### NEW QUESTION 41

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 42

What is the purpose of Step elements in OmniScript?

- \* Allows the user to input data
- \* Groups elements that extract data
- \* Enables the use of repeatable blocks
- \* Organizes the script into one or more pages

### NEW QUESTION 43

A consultant must design a 360 view of the customer. The business requirements are:

- \* A header card with account information (name, account number, next billing date, invoice method)
- \* A list of related contacts (first name, last name, phone)
- \* All the open cases related to the account (subject, priority, SLA)

An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to the different sections available at a glance.

Which two FlexCard features should the consultant recommend to improve the user experience?

Choose 2 answers

- \* Use a Datatable element
- \* Use a Block Element with the Collapse property enabled
- \* Use a Zone Template
- \* Use a Custom Style to adjust height and width

#### **NEW QUESTION 44**

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 45**

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

Pay bill

Review usage

Cancel service

\* Status = Suspended

Pay bill

Reconnect service

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

\* States

\* OmniStudio Action

\* Custom Style

\* Flyout

#### **NEW QUESTION 46**

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 47**

An existing OmniScript used to capture and update customer information displays the following information o 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 inform 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?

- \* Use a template for each category and adding custom code for the required validation
- \* Use Section to break the information and Headline to the title and a required icon in the input
- \* Use a Visualforce Page with the categories, labels, and the required validation
- \* Use Block elements to group and required property checked in some of the inputs

#### **NEW QUESTION 48**

Which three of the following are functions of a Text Block element in OmniScript?

Choose 3 answers

- \* Error conditions
- \* User input fields
- \* Links or images
- \* Text formatting
- \* Table formatting

#### **NEW QUESTION 49**

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

- \* Datatable
- \* Remote Action



- \* Response Action
- \* Edit Block

### NEW QUESTION 50

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 51

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

- \* Replace the DataRaptor Extracts with DataRaptor Turbo Extracts
- \* Add Limit filter in DataRaptor Extract
- \* Combine the DataRaptors into an Integration Procedure
- \* Add Order By filter in DataRaptor Extract

### NEW QUESTION 52

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

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