OmniStudio-Consultant Dumps

Salesforce Certified OmniStudio Consultant Exam (SU21)

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NEW QUESTION 1
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 2
A company begins a project to unify its customer data across the enterprise. After completing the discovery t analysis phases of the project, the project team recommends FlexCards as the primary solution. The stakeho 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 3
A business wants to create a reusable OmniScript to capture customer payment information during the order process. The business decides that the first step of the payment process should include:
• Payment type (credit card or bank account)
• Payment amount
Which two elements should the consultant recommend for this step of the process? Choose 2 answers

A. Number
B. Radio
C. Multi-select
D. Currency

Answer: BD

NEW QUESTION 4
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 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-Selec
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 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?

A. Salesforce list view with custom buttons/links
B. Multiple FlexCards with single action
C. OmnlScript with multiple Step elements

D. Single FlexCard with multiple actions

Answer: D

NEW QUESTION 7
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 8
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 9
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 10
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 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 13
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 17
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 22
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?

A. Add a new Step element with Input elements
B. Add an LWC component
C. Add an Input Action to a Step
D. Add a embedded FlexCard

Answer: A

NEW QUESTION 27
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 31
A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 m actions to the existing FlexCard. All 8 actions are equally important and used with the same frequency. The business wants to display the name and icon for each action. However, when reviewing the existing design, V consultant notices that the FlexCard is overloaded with actions.
What FlexCard design solution should the consultant recommend?

A. Add a menue element and Include all the actions
B. Create a new contact FlexCard for the new actions
C. Add a flyout to the existing FlexCard
D. Use a block element to add these new actions

Answer: A

NEW QUESTION 33
what can a DataRaptor Extract do?

A. Create data in multiple related objects
B. Extract data from a spreadsheet
C. Retrieve data from multiple related objects
D. Load data from external sources

Answer: C

NEW QUESTION 34
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 36
Which element allows a user to retrieve data from a single field and display it in a dropdown list?

A. Calculation Action
B. DataRaptor Extract Action
C. Lookup
D. Select

Answer: C

NEW QUESTION 40
which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 43
A business process needs to perform a multi-step calculation on each contact record in a list.
Using an Integration Procedure to process the list, what feature can be used to meet this requirement?

A. Loop Block
B. Batch Action
C. Conditional Block
D. DataRaptor Transform Action

Answer: A

NEW QUESTION 47
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 50
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 A[and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmatic 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 business implements a simple OmniScript in their call center that allows agents to quickly create a case when on the phone with customers. The OmniScript has been running successfully in the call center for over a year. The business decides it wants to allow partners to create cases directly from their Community portal. What is the most efficient solution that the consultant can propose to meet this new requirement?

A. Deploy the existing OmniScript to the Community portal using OmniOut.
B. Embed the existing OmniScript as a reusable component within a new Community OmniScript.
C. Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.
D. Duplicate the existing OmniScript and deploy the new script on the website.

Answer: B

NEW QUESTION 57
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 61
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 64
A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual pages using OmniScript. The consultant reviews the process and sees in the first step, the user reviews data then enters additional information. In the next step, the process retrieves data from an external system.
In this scenario, which OmniStudio data tool should the consultant recommend?

A. DataRaptor Turbo
B. Calculation Procedure
C. Integration Procedure
D. DataRaptor Extract

Answer: C

NEW QUESTION 69
The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. Th consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sal 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. E 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 72
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 OmniScrip? Choose 3 answers

A. Messaging
B. DataRaptor Post Action
C. Calculation Action
D. DataRaptor Extract Action
E. Steps

Answer: BDE

NEW QUESTION 74
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 76
A company uses calculation procedures to determine product pricing. Due to the company's pricing schedules, there is always more than one calculation procedure active at one time for a given date.
In this scenario, how will the calculation engine select which calculation procedure to run?

A. Date modified
B. Priority
C. Sequence
D. Date created

Answer: B

NEW QUESTION 78
which Action element redirects the user outside an LWC OmniScript?

A. Response
B. Done
C. Post to Object

D. Navigate

Answer: D

NEW QUESTION 81
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

A. Use a Datatable element
B. Use a Block Element with the Collapse property enabled
C. Use a Zone Template
D. Use a Custom Style to adjust height and width

Answer: AB

NEW QUESTION 85
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?

A. DataRaptor Turbo
B. OmniStudio Action
C. Calculation Matrices
D. DataRaptor Transform

Answer: C

NEW QUESTION 89
A company implements an integration procedure that is invoked from an OmniScript. The integration procedL 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 94
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 99
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 103
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 108
A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:
• Present the user with a customer satisfaction question that allows them to select one option from a 1-5 satisfaction rating.
• Create a case for an account team member to follow up.
• Email a summary message to the user.
Which OmniScript elements should the consultant recommend to meet these requirements'

A. Radio Group, Remote Action, and Messaging Action
B. Multi-Select, Remote Action, and Email Action
C. Radio Group, DataRaptor Post Action, and Email Action
D. Edit Block, DataRaptor Post Action, and Messaging Action

Answer: C

NEW QUESTION 110
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