

Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)



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 company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take. Based on the user analysis exhibit shown below, which three actions should appear on the card?

INFO	QUERY TOPIC	TASK	TASK FREQUENCY	TASK IMPORTANCE
Account	Credit limit	Request higher limit	Annual	Low
Account	Interest rate	Request to lower interest rate	Annual	Low
Account	Account number	View full account number	Annual	Low
Account	Credit score	View credit score history	Monthly	Medium
Billing	Payment type	Change payment type	Annual	Low
Billing	Payment method (email, mail, etc.)	Change payment method	Annual	Low
Billing	Payment due date	Make a payment	Monthly	High
Billing	Account balance	Make a payment	Monthly	High
Billing	Payment overdue	Make a payment	Rarely	High
Fraud	Fraud alert	Verify a transaction	Rarely	High
Loyalty	Point balance	Redeem points	Annual	Low
Transactions	Latest transaction	View statements	Monthly	Medium
Transactions	Transaction history	View transaction details	Monthly	Low

Choose 3 answers

- A. Verify a transaction
- B. Request higher limit
- C. View credit score history
- D. View statements
- E. Make a payment

Answer: CDE

NEW QUESTION 3

A business wants to create a FlexCard for mobile plans to add to their Customer 360° console application. The FlexCard needs to include the following actions:

- Start a process to retrieve plan consumption data
- Create a new case
- Open a promotions web page
- Change the SIM card

which combination should the consultant use in designing the solution?

- A. Custom Event and Redirect URL
- B. OmniScript and Navigate
- C. Event, Navigate and Card
- D. Flyout and OmniScript

Answer: B

NEW QUESTION 4

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 5

What is the purpose of Step elements in OmniScript?

- A. Allows the user to input data
- B. Groups elements that extract data
- C. Enables the use of repeatable blocks
- D. Organizes the script into one or more pages

Answer: D

NEW QUESTION 6

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 7

A business has a requirement to display cases in a console for service agents. Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

- A. Conditional View
- B. Flyouts
- C. State
- D. Styling

Answer: A

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

A company wants to create a new customer buying journey for their website. The buying journey should include the following functionality:

- Allow the user to enter contact and address information
- Require the user to enter age, gender, and optionally income bracket
- Compute a discount percentage per product based on the customer data provided
- Save the list of suggested products including discounts

Which three OmniStudio tools should the consultant use to design a solution that meets these requirements? Choose 3 answers

- A. OmniScript
- B. Integration Procedures
- C. Calculation Procedures and Matrices
- D. FlexCard
- E. OmniStudio Action

Answer: ABC

NEW QUESTION 10

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 15

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 17

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 22

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 24

What is the purpose of the Messaging element in OmniScript?

- A. Display a custom styled message
- B. Send email/text to users based on logical conditions
- C. Trigger an event to external data sources based on logical conditions
- D. Display a warning to users based on logical conditions

Answer: D

NEW QUESTION 25

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 29

A company has account Information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes are reused in other parts of the business.

Which three OmniStudio tools are needed to meet these requirements? Choose 3 answers

- A. FlexCards
- B. Flyouts
- C. OmniStudio Actions
- D. Navigate Actions
- E. Omni Script

Answer: ACE

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 34

When a call center agent interacts with a customer, the agent must have all of the customer's related information available for a quick response. The business requires the agent to have access to:

- A view with information about a customer account
- A list of contacts and cases associated with the account
- All information should be on one screen

What OmniStudio tool should be used to meet this requirement?

- A. Customer IntellView
- B. Lightning Record Page
- C. OmniScript
- D. FlexCards

Answer: D

NEW QUESTION 35

A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 more 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, the consultant notices that the FlexCard is overloaded with actions.

What FlexCard design solution should the consultant recommend?

- A. Add a menu 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 38

Agents for an insurance company need to know the current and past weather conditions when creating claims for 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 41

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 45

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 view the product information. Once all of the elements are collected together on the FlexCard, it looks cluttered.

Which two FlexCard features should the consultant recommend to address this issue? Choose 2 answers

- A. Use a table or chart to display data
- B. Use a flyout action to display additional information
- C. Use a condition to hide data unless specific criteria are met
- D. Put specific fields in a collapsible block

Answer: BD

NEW QUESTION 49

which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 51

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 55

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 60

A business has a requirement to display an account and all of the associated contacts on a page. The number contacts will vary for each account. For each contact, the page should display first name, last name, email, at phone number with options to edit the contact information or send a message. The primary contact for an a should be highlighted with a blue border.

Which two FlexCards features should the consultant recommend to meet these requirements? Choose 2 answers

- A. Datatable
- B. Flyouts
- C. States
- D. Repeat Block

Answer: AC

NEW QUESTION 64

Which OmniScript element can be used to retrieve data from more than one source?

- A. Calculation Action
- B. Integration Procedure Action
- C. DataRaptor Extract Action
- D. Matrix Action

Answer: B

NEW QUESTION 67

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 70

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 74

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 79

An existing OmniScript used to capture and update customer information displays the following information on the 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 add a 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 84

A customer needs to create an OmniScript to capture payment information. In the first step of the process, the user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment type should display with a different icon. The process should check to see if the customer has any saved payment information of that type, and if there is, no further action is required. If there is no saved payment information then the user should be allowed to enter the information, and the process should save it.

Which three OmniScript elements should be used to meet these requirements? Choose 3 answers

- A. DataRaptor Transform Action
- B. Select
- C. DataRaptor Extract Action
- D. Radio
- E. DataRaptor Post Action

Answer: CDE

NEW QUESTION 86

A company needs to implement new verification processes for contacts in their org. This process relies on three Contact record types: Recruiter, Candidate, and Trainer. The verification process is different for each type of contact. For example, recruiters must pass a background check; trainers must complete mandatory training classes, and candidates must achieve certifications.

Which OmniStudio tools should the consultant recommend to meet these requirements?

- A. Specific FlexCards with Actions for each type of Contact
- B. Multiple OmniStudio Actions that invoke separate OmniScripts
- C. Single FlexCard with an Action to invoke an OmniScript
- D. Single OmniStudio Action that invokes separate Omniscripts

Answer: B

NEW QUESTION 91

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 93

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 96

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 99

What business problem does DataRaptor solve?

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

Answer: A

NEW QUESTION 104

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 108

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 111

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 112

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 113

A company needs to generate invoices when contracts reach an approved status. Users should initiate the invoice generation process from the contract page, but the option should not appear until the contract reaches the approved status. After the invoice is generated, it should be sent to the customer for signature.

What three tools should be used in the solution the consultant recommends to meet these requirements? Choose 3 answers

- A. OmniScript
- B. Interaction Launcher
- C. FlexCards
- D. OmniStudio Action
- E. DataRaptor

Answer: ACE

NEW QUESTION 118

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?

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

Answer: C

NEW QUESTION 123

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 126

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 130

An Insurance agency wants to enable its call center agents to be more efficient when handling customer inquiries. After analyzing patterns in the call logs, the agency discovers that one of the top customer requests is to find total insurance premiums paid as well as the difference year over year. Agents need to relay this information to the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript. What three OmniScript elements should be used to meet the requirements? Choose 3 answers

- A. DataRaptor Extract Action
- B. Email Action
- C. DataRaptor Post Action
- D. Messaging Element
- E. Calculation Action

Answer: ABE

NEW QUESTION 132

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?

- A. Parent FlexCard with multiple Child and Card Actions
- B. Parent FlexCard with multiple Child and different Card States
- C. Parent FlexCard with single Child and multiple Card States
- D. Parent FlexCard with single Child and Card Actions

Answer: A

NEW QUESTION 135

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