

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 wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:

- Allow the user to select one or more energy products from a list
- Get current energy usage data from an external system via an API
- Save the data back to Salesforce as a lead

Which three OmniScript elements should the consultant recommend to meet these requirements? Choose 3 answers

- A. DataRaptor Post Action
- B. Multi-select Input
- C. Post to Object Action
- D. Radio Input
- E. HTTP Action

Answer: ABE

NEW QUESTION 3

Which OmniStudio tool can be used to invoke scheduled jobs?

- A. Integration Procedure
- B. DataRaptor Extract
- C. DataRaptor Load
- D. Calculation Procedure

Answer: A

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 business needs to create a FlexCard to display open cases for an account. The cases should display differently depending on their priority.

- Low or Medium priority cases should display case data and an Update Account Info action.
- High priority cases should include a red border, an alert notification, and an Escalate action. What is the most efficient way to meet these requirements?

- A. Create a FlexCard with two card states
- B. Use conditions on the state to filter for priority.
- C. Create a FlexCard with one card state
- D. Use conditions on the fields and actions to filter for priority.
- E. Create two FlexCards with one card state each

- F. Use conditions on the states to filter for priority.
- G. Create two FlexCards, one for Low / Medium priority cases and another for High priority cases.

Answer: A

NEW QUESTION 7

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. OmniScript with multiple Step elements
- D. Single FlexCard with multiple actions

Answer: D

NEW QUESTION 8

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?

- A. Try Catch
- B. Batch jobs
- C. Chaining
- D. Conditions

Answer: C

NEW QUESTION 9

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 10

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 10

When designing OmniStudio solutions, what are two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts?

Choose 2 answers

- A. They future-proof your front end design.
- B. They can retrieve Salesforce data from multiple objects faster.
- C. They combine multiple actions into a single server call.
- D. They enable better usability in digital interactions.

Answer: BC

NEW QUESTION 13

In which two scenarios should a DataRaptor be used? Choose 2 answers

- A. To retrieve an account and its related contacts
- B. To retrieve today's financial news

- C. To send an SMS alert to the user when a process completes
- D. To merge the city and state fields into a single field

Answer: AD

NEW QUESTION 15

A business wants to display cases for an account using FlexCards. The cases should be organized in a tabular list by case status, so that Escalated cases appear first, followed by Active and Closed cases.

Which FlexCard feature should the consultant recommend to meet this requirement?

- A. flyout with child FlexCards with conditions to filter by case status
- B. States with conditions to filter by case status
- C. A Datatable element with the Group By property
- D. Child FlexCards in a parent FlexCard with the Group By property

Answer: C

NEW QUESTION 19

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 22

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 25

How many levels deep can reusable OmniScripts be nested?

- A. 2
- B. 5
- C. Unlimited
- D. 1

Answer: D

NEW QUESTION 28

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 31

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 35

A business has been experiencing a downturn in customer satisfaction due to billing issues. The business learns 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 37

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 an embedded FlexCard

Answer: A

NEW QUESTION 41

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 42

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 46

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 51

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 55

Which of the following are Integration Procedure Actions?

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

Answer: A

NEW QUESTION 59

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 61

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 API and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation 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 64

A business has a project that must be completed soon in order to meet important deadlines. However, the developer on the project has left the company, and the new team on the project has decided to use OmniStudio tools. The development work completed so far was done using APEX code. The new team must complete the project following these guidelines:

- Minimize implementation time
- Ensure end-user processes are as simple as possible
- Find a way to ensure optimal UX

In this scenario, what two actions should the consultant recommend to the project team? Choose 2 answers

- A. Replace existing APEX using DataRaptors and HTTP Actions
- B. Create new LWC templates for branding and styling
- C. Implement FlexCards and OmniScripts for the front-end
- D. Use existing APEX classes as data sources

Answer: AC

NEW QUESTION 66

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 70

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 72

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 76

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 81

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 83

An existing OmniScript used to capture and update customer information displays the following information on 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 Headline to the 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 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 OmniScript? Choose 3 answers

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

Answer: BDE

NEW QUESTION 85

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 90

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?

- A. Active Card State
- B. Blank Card State
- C. Edit Mode State
- D. New Card State

Answer: A

NEW QUESTION 92

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 96

which Action element redirects the user outside an LWC OmniScript?

- A. Response
- B. Done
- C. Post to Object
- D. Navigate

Answer: D

NEW QUESTION 99

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 103

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 107

An insurance company decides to implement a sales console for the sales representatives that displays or provide access to customer information. The consultant reviews all the information required and determines that FlexCards would be the best solution to display part of the required information.

Which two pieces of data should the consultant recommend displaying using FlexCards' Choose 2 answers

- A. Policies including type, issue date, amount
- B. Terms and Conditions for each policy
- C. Guided troubleshooting process
- D. Customer name, title, phone, email

Answer: AD

NEW QUESTION 109

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 114

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 117

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 118

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 122

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 127

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 128

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 133

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 134

A company needs to create a quoting process for its internal agents. During quoting, the agent selects a product and specifies the grade (A, B, C, D, E) and the size (Small, Medium, Large, X-large). The process should look up the unit price using the product code, the grade, size, and then multiply the unit price by a discount factor.

Which two OmniStudio tools should the consultant recommend to meet these requirements? Choose 2 answers

- A. Calculation Matrix
- B. DataRaptor Transform
- C. DataRaptor Extract
- D. Calculation Procedure

Answer: AC

NEW QUESTION 138

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 has 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 141

.....

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

OmniStudio-Consultant Practice Exam Features:

- * OmniStudio-Consultant Questions and Answers Updated Frequently
- * OmniStudio-Consultant Practice Questions Verified by Expert Senior Certified Staff
- * OmniStudio-Consultant Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- * OmniStudio-Consultant Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The OmniStudio-Consultant Practice Test Here](#)