

Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)



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 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 3

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 each patient, the company needs to list each medical test report including the report name, date requested, and date 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 4

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a recommendation 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 5

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' conditions 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 6

A company has an OmniScript that allows agents to schedule service calls. The first step displays the account name, primary contact name, and telephone number to the user for confirmation. On the second step, it displays available appointment slots, which are retrieved from an external service in XML and then transformed into JSON. The following actions are currently used in the OmniScript:

- DataRaptor Extract Action
- HTTP Action
- DataRaptor Transform Action

Following best practices, what can the consultant recommend to reduce processing time?

- A. Combine these actions into an Integration Procedure
- B. Change DataRaptors to extract single objects
- C. Add conditional views to the OmniScript

D. Add reusable OmniScripts for each step

Answer: A

NEW QUESTION 7

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 8

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

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

Answer: BD

NEW QUESTION 9

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 10

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 10

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 14

Which of the following are Integration Procedure Actions?

- A. Email
- B. OmniScript

- C. PDF
- D. TypeAhead

Answer: A

NEW QUESTION 19

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 21

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 22

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 24

A business has a requirement to display an account and all of the associated contacts on a page. The number of contacts will vary for each account. For each contact, the page should display first name, last name, email, and phone number with options to edit the contact information or send a message. The primary contact for an account 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 29

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 31

A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet.

Which data source should the team use to make progress on the design?

- A. DataRaptor
- B. Apex REST
- C. Integration Procedures
- D. Apex Remote

Answer: C

NEW QUESTION 33

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 34

A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users with access to more than 25 processes. Recently, a new project was started to build a 360° view using FlexCards to replace the legacy application.

In this scenario, which three FlexCard features should the consultant recommend? Choose 3 answers

- A. Actions
- B. Custom Styles
- C. Menu elements
- D. Datatables
- E. Newport Design System

Answer: ABC

NEW QUESTION 36

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure 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 41

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 44

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps 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 45

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 49

.....

Thank You for Trying Our Product

We offer two products:

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

2nd - Questions 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](#)