

# 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

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 3

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 4

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 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' 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 6

An insurance company wants to create an OmniScript that allows the user to review and change account number such as phone number and website. In this process, the following functionality is needed:

- Enter the company's website
- Enter the account phone number
- Each field should display on a separate line of the page

Which three elements should the consultant include in the OmniScript design solution? Choose 3 answers

- A. Number
- B. Text Area
- C. Telephone
- D. Line Break
- E. Text

**Answer:** CDE

#### NEW QUESTION 7

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 8

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 9

How many levels deep can reusable OmniScripts be nested?

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

**Answer: D**

#### 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 10

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 14

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 17

A company needs to create a new quote estimation process for its services team. This process involves multi; 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

- A. Edit Block
- B. Multi-select
- C. Formula
- D. Step
- E. Input Block

**Answer:** ACD

#### NEW QUESTION 20

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 22

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 27

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 31

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 32

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 33

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

- A. Datatable
- B. Remote Action
- C. Response Action

D. Edit Block

**Answer:** CD

**NEW QUESTION 38**

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 42**

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 47**

A customer needs to create an OmniScript to capture payment Information. In the first step of the process, it user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment t 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 informatic 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 50**

which Action element redirects the user outside an LWC OmniScript?

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

**Answer:** D

**NEW QUESTION 51**

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 56**

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 will 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 61

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 62

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 66

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 71

When a customer calls to add a new primary contact to their account, call center agents need to complete a new 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 76

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 78

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 multiplies 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 82**

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