**OmniScript Best Practices**

Enhance the performance and usability of OmniScript by following the OmniScript best practices whenever possible.

**Business Process and Logic**

Business Process and Logic best practices include:

* Use one owner for each OmniScript.
* Identify reusable elements by building a skeleton of the entire OmniScript.
* Document the purpose of an element in the element's Internal Notes property.
* Maintain DataRaptors and Apex classes by avoiding element name changes. If the element name must be updated, apply the name changes to the DataRaptor or Apex class.
* Avoid assigning a ContextId within the OmniScript. OmniScript's ContextId is a reserved key that assigns a Record Id from the URL.
* When processes are repeatable across multiple OmniScripts, create a reusable OmniScript, and add it to the appropriate parent OmniScripts.

**User Interface**

LWC OmniScripts use Lightning Web Components to define the styling for both individual elements and the OmniScript itself. Angular OmniScripts use templates to determine the look of the OmniScript.

Angular OmniScript UI best practices include:

* Customize an Angular UI element by editing the template's CSS. Avoid changing the JavaScript and HTML whenever possible.
* Store custom templates in a single location such as a static resource or in Vlocity Templates.
* Apply global branding by using the Newport Design System.

LWC OmniScript UI best practices include:

* Create custom Lightning web components that extend an OmniScript element's component to apply styling changes.
* Apply global branding by using the Newport Design System.

**User Experience Design Principles**

UX design principles include:

* Reduce the number of fields the user must input information into by prefilling the fields using contextual data.
* Avoid confusing the user by breaking processes up into shorter steps that contain a minimal amount of elements.
* Guide the user by creating contextual help text and logically ordering input fields.

**Performance Factors**

A set of best practices exists for both Client-side performance and Server-side performance.

Client-side best practices include:

* Reduce Conditional Views, Merge Fields, Formulas where possible.
* Speed up the application of responses by trimming the Response JSON.
* Remove spaces from element names to improve the OmniScript's load time.
* Reduce the number of elements in the script. A single OmniScript should not exceed 200 elements.
* Run logic on the server where possible, including conditional logic in Integration Procedures and formulas in DataRaptors.
* Test performance by enabling time tracking. If time tracking is not used in production, disable the feature before deploying to production.

Server-side best practices include:

* Cut down the payload size of a request by trimming the JSON request.
* Reduce server roundtrips by using Integration Procedures whenever multiple actions run between steps. Run Integration Procedures asynchronously by enabling the fire and forget property.
* Remove unnecessary data by trimming the DataRaptor extract output.