

Spring 22 (SP22) Omnistudio Consultant Set 2

1 of 60. 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 dashboard of customer information
- List 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 process
- B. Display different actions based in context
- C. Allow timers to write bill payment information
- D. Display 360 view of the customer

2 of 60. An investment portfolio manager wants to build a console to display:

- Client information
- Profile attributes
- Investment instrument information

There are more than 20 profile attributes. Each investment instrument has 15 fields of information to display. The fields should be grouped logically.

How should the consultant design a solution to meet the requirements?

- A. A header FlexCard for client information with a Flyout for profile attributes Child FlexCards for investment instruments with a Flyout for additional information
- B. A header FlexCard for client information and profile attributes FlexCards for investment instrument information
- C. An OmniScript with a Step for client information Block Elements for investment instruments

D. A header FlexCard for client information and profile attributes Child FlexCards for investment instruments with a Flyout for additional information

3 of 60. 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 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

4 of 60. A business wants to create a FlexCard for mobile plans to add to their Customer 263 console 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 RedirectURL
- B. OmniScript and Navigate
- C. Event, Navigate and Card
- D. Flyout and OmniScript

5 of 60. An insurance company has different rates for each state in the country. The company needs to manage 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**

6 of 60 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 and then transformed 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 object
- C. Add conditional views to the OmniScript
- D. Addressable Omniscripts for each step

7 of 60. 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 these different and compiles 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 steps for the user

Following best practices, what should the consultant recommend to improve the planned design of this omniscript?

- A. Add more conditional view to branch the OmniScript into logical sections.**
- B. Create a specific OmniScript for each business process.
- C. Pass the process type as an input parameter
- D. Add more Step elements to create shorter pages

8 of 60. Inscript, how can pages or groups of fields be contracted 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 Rate Input property for a step or Block element

9 of 60. Which are 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 date and convert it to an inter

10 of 60. 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, alzs, and then multiplies the int 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

11 of 60. which of the following are Integration Procedure Action

A. Email

B. Omniscript

C. Pdf

D. Typeahead

12 of 60. A company wants to create a new digital interaction process that allows customers from a local retail energy supplier. The process requires the following actions:

- Allow the user to select one or more energy products from limit
- Get current energy usage data from an external system an APE

- Save the data back to Salesforce as a lead

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

- A. DataRaptor Post Action
- B. Pult-elect Input
- C. Post to Object Action
- D. Radio input
- E. HTTP Action

13 of 60. In which two case should an integration procedure be used as a data source for forms and omniscript ?

Choose 2 answers

- A. To achieve elastic scaling
- B. To retrieve multiple data sources in a single response
- C. To reduce the number of elements to be configured
- D. To separate the user interface from changes in the data sources

14 of 60. 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. Allow multiple versions that will meet based on when the requests made
- B. Allows aggregate functions
- C. Allow text concatenation using algebraic operators
- D. Allow AI integration to calculate next best offer using policy attributes

15 of 60. A company needs a guided process for their internal support department that will have 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 object, 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

16 of 60. 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. A flyout, with child FlexCards with conditions to filter by case status B. States with conditions to filter by case status
- C. Datatable element with the Group By property
- D. Child FlexCards in a parent FlexCard with the Group By property

17 of 60. A diet wants to create an Descript to capture customer satisfaction. The process requires the flowing actions

- Present the use with a customer satisfaction question that allies them to select one action from a 3-5 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 Game Action, and Messaging act
- B. Multi-Select Remote Action, and Emal Action
- C. Radio Group, DataRaptor Poet Action, and Email Action
- D. Edit, Datar Past Action, and Messaging Action

18. of 60. A company wants to create a guided process for their customers. The process needs to Salesforce as well as external systems, and the steps of the process will branch depending on input from the A company wants to create a guided process for their

customers. The process needs to Salesforce as well as external systems, and the steps of the process will branch depending on input from the retrieve data from Users will complete the process in a single session

How should the consultant design the solution to meet the requirements?

- A. FlexCards and Integration Procedures
- B. FlexCards and DataRaptors
- C. OmniScripts and Integration Procedures
- D. OmniScripts and Datalaptors

19 of 60. 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 fields from Salesforce.

According to best practice, what data source should be used?

- A. DataRaptor Extract
- B. Streaming API
- C. REST
- D. Integration Procedure

20 of 60. What can a DataRaptor Extract do?

- A. Create data in multiple related objects
- B. Extract data from a spreadsheet
- C. inata from multiple related objects
- D. Load data from external sources

21 of 60. 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. OmniScript

C. Flyouts

D. Navigate Actions

E. OmniStudio Actions

22 of 60. A telecommunications company wants to create a 360° view of their customers, including all customer installed 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 the installed product. The consultant creates an inventory of all statuses and processes as shown below.

Status Active

Pay bill

- Review usage Cancel service

Status – Suspended

Pay bill

- Reconnect service • Cancel service

Status = Pending installation

- Set up billing Schedule installation

Cancel installation

Status = Canceled

Pay bill

- Disconnect service
- Reconnect service

Which two FlexCard features should the consultant use to meet these requirements?

Choose 2 answers

- A. Flyout
- B. States**
- C. Custom Style
- D. OmniStudio Action**

23 of 60. A company has a process that requires a birthday validation. At the beginning of the process, the user is asked to input their birthday. If the user is less than 18 years old, then the process should display an error stating that the age cannot be less than 18. The process should restrict users from continuing. If the user is 18 or older, then the process should proceed without any error message.

Which two OmniScript features should the consultant recommend to meet this validation requirement? Choose 2 answers

- A. Calculation
- B. Messaging**
- C. Alert
- D. Formula**

24 of 60. 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
- A. Edit Mode State
- B. New Card State

25 of 60. A business wants to add typeahead functionality to an existing OmniScript. The business wants the user to begin entering the name of a contact in Salesforce, and allow the user to select the contact once it has found a match. Once the contact has been

selected, the OmniScript should retrieve the contact's email address for use in a later step of the process.

What data source is needed when using the TypeAhead element?

- A. HTTP Action
- B. Integration Procedure Action
- C. DataRaptor Post Action
- D. DataRaptor Extract Action

26 of 60. 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

27 of 60. 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

28 of 60. 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

29 of 60. A consultant must design a 360 view of the customer. The business requirements are:

- A header card with account information (name, account number, next billing date, invoice method)

- A list of related contacts (first name, last name, phone) All the open cases related to the account (subject, priority, SLA)
- An account will not have more than 2 contacts, but it could have more than 10 open cases. It is necessary to have
- The different sections available at a glance.

Which two FlexCard features should the consultant recommend to improve the user experience?

Choose 2 answers

- A. Use a Datatable element
- B. Use a Custom Style to adjust height and width
- C. Use a Zone Template
- D. Use a Block Element with the Collapse property enabled

30 of 60. 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 viewing the product information. Once all of the elements were collected together on the FlexCard, it looked cluttered.

What FlexCard feature should the consultant recommend to address this issue?

- A. Zones
- B. States
- C. Actions
- D. Flyouts

31 of 60. How should the consultant design the OmniScript solution to allow the user to stop and resume a process at a Later time?

- A. Configure the Save property
- B. Configure a Resume Step
- C. Use an Integration Procedure
- D. Use a DataRaptor Post Action

32 of 60. 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, Address, and Telephone
- C. Checkbox, Geolocation, and Number
- D. Select, TypeAhead, and Number

33 of 60. 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.

34 of 60. 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

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35 of 60. 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 an embedded FlexCard

B. Add an LWC component

C. Add a new Step element with Input elements

D. Add an Input Action to a Step

36 of 60. 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

37 of 60. A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps.

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

- A. User Roles
- B. Conditional Views
- C. Script Configuration
- D. Script Profiles

38 of 60. 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

39 of 60. 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

40 of 60. 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

41 of 60. 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

42 of 60. 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

43 of 60. 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.

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 Omniscritps

44 of 60. A business wants to create an OmniScript that allows call center agents to schedule field service appointments for 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. Select

B. Text Area

C. Text Block

D. Multi-select

E. HTTP Action

45 of 60. 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

46 of 60. 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 the 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 OmniScript that uses the reusable property to update contact data and embed it in other
- B. OmniScripts Create an Integration Procedure to update contact data with “Chain On Step” enabled and invoke it from all OmniScripts.
- C. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.
- D. Create an OmniScript to update contact data and invoke it when other OmniScripts complete.

47 of 60. 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 Headline

- A. Radio Group
- B. Email
- C. Text Area
- D. Range

48 of 60. 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

49 of 60. Which Action element redirects the user outside an LWC OmniScript?

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

50 of 60. 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.

51 of 60. 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 state's 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

52 of 60. 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

53 of 60. 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

54 of 60. 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

55 of 60. A company has designed a process that extracts a large amount of data from a Salesforce object. Due to the volume of data that will be retrieved, it is important that Governor limits are not exceeded.

What action should the consultant recommend?

- A. DataRaptor Extract with Chaining
- B. DataRaptor Turbo Extract
- C. Calculation Procedure and DataRaptor Turbo Extract
- D. Integration Procedure and DataRaptor Turbo Extract

56 of 60. When a customer calls to report a product issue, agents need to check all open cases related to that product to see if there are any solutions that can resolve the customer's issue. Products that have been purchased are stored as assets, and there is a lookup relationship from case to asset that allows cases to be linked to the products customers have purchased.

What type of DataRaptor can be used to retrieve a list of cases filtered by the customer's asset and the last

Service date of the asset?

- A. DataRaptor Turbo
- B. Extract

- C. DataRaptor Load
- D. DataRaptor Transform

57 of 60. 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.

58 of 60. 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. A Batch jobs
- B. Try Catch

- C. Chaining
- D. Conditions

59 of 60. 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. However, 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

60 of 60. 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