Spring 22 (SP22) Omnistudio Consultant Set 1

1 of 60. 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.

2 of 60. When designing Omni Scripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

A. Prefill date 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

3 of 60. 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 wit 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. seesign System

4 of 60. 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

5 of 60. Which two functions can be performed by DataRaptors?

Choose 2 answers

A. Transform data
B. Combine requests into a single response
C. Read and write data to external systems
D. Read and write data to Salesforce

6 of 60. A company has an existing OmniScript that agents use to create new billing accounts. It currently has three st to capture required Information:

• Step 1: account name and legal number

• Step 2: billing cycle and monthly due date

• Step 3: emall 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. the save for later property

7 of 60. Agents for an insurance company need to know the current and past weather conditions when creating claims customers. The consultant implements a FlexCard for

weather conditions in the console to ensure the agents h access to the information. The FlexCard needs to provide fields extracted from a weather API and account field from Salesforce.

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

A. Streaming API
B. Stxtract
C. REST
D. Integration Procedure

8 of 60. 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 accour

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. aptorDataRaptors into an Integration Procedure
D. Add Order by filter in DataRaptor Extract

9 of 60. How many levels deep can reusable OmniScripts be nested?

A. 2
B. 3

C. Unlimited
D. 1

10 of 60. 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 f 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 black

11 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 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 Block Element with the Collapse property enabled
C. Use a Zone Template
D. Use a Custom Style to adjust height and width

12 of 60. 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

13 of 60. A business needs to create a FlexCard to display open cases for an account. The cases should display differen depending on their priority.

    • Low or Medium priority cases should display case date 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. Use conditions on the state to filter for priority.
    B. Create a FlexCard with one card state. Use conditions on the fields and actions to filter for priority.
    C. Create two FlexCards with one card state each. Use conditions on the states to filter for priority.
    D. Create two FlexCards, one for Low/Medium priority cases and another for High priority cases.

14 of 60. 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,

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 AI and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirm tic 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

A company needs to create an OmniScript with three steps.

Step 1: Enter customer details

Step 2: Select a product

Step 3: 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. DateRaptor 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

An existing OmniScript used to capture and update customer information displays the following information o

    • 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 inform because it is not categorized. The process falls 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 validatio

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.

<mark>Use Block elements to group and required property checked in some of the inputs</mark>

18 of 60. A telecommunications company wants to create a 360° view of their customers, including all customer install 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 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. States
B. OmniStudio Action
C. Custom Style
D. Flyout

19 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 viewi the product information. Once all of the elements are collected together on the FlexCard, it looks cluttered,

Which two FlexCard features should the consultant recommend to address this issue?

Choose 2 answers

A. Use a table or chart to display data
B. Use a flyout action to display additional information
C. Use a condition to hide data unless specific criteria are met
D. Put specific fields in a collapsible block

20 of 60. A company has a requirement to create a 360° view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external

legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains 5 child FlexCards Inside the state of the parent FlexCard.

How many different data sources can be configured using FlexCards in this scenario?

A. 2
B. 6
C. 5
D. 1

21 of 60. A company plans to rebuild a process that includes functionality that was originally written in APEX and Visua 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

22 of 60. A business has a requirement to display an account and all of the associated contacts on a page. The number contacts will vary for each account. For each contact, the page should display first name, last name, email, a phone number with options to edit the contact information or send a message. The primary contact for an ac 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

23 of 60. What is the purpose of a DataRaptor Load?

A. Write data to Salesforce objects
B. oseta to Salesforce APIs
C. Load data to an Interface object
D. Send data to a PDF template

24 of 60. A company has a requirement to create a 360° view of their customers using FlexCards. At this company, customer data is stored in Salesforce but also in external legacy systems. A consultant reviews the use cases needed and recommends a FlexCard canvas that contains multiple child cards inside the state of a parent FlexCard.

What is the advantage of embedding multiple child cards in this scenario?

A. Enables easier global styling changes
B. Allows multiple data sources to be used
C. Enables the FlexCard to be used on a community page
D. Allows conditional views with the Toggle element on each child card

25 of 60. An insurance company wants to create an OmniScript that allows the user to review and change account deta 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

26 of 60. 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==

27 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. 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

28 of 60. A business has a requirement to display cases in a console for service agents, Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case

is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

==A. Conditional View==
B. Flyouts
C. State
D. Styling

29 of 60. 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==

31 of 60. A customer needs to create an OmniScript to capture payment Information. In the first step of the process, t 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

32 of 60. 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

33 of 60. 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

34 of 60. A health provider company is building a new application for its medical officers. The company wants to displa 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

35 of 60. A business wants to create a reusable OmniScript to capture customer payment information during the orderi process. The business decides that the first step of the payment process should include:

- Payment type (credit card or bank account)
- Payment amount

Which two elements should the consultant recommend for this step of the process?

Choose 2 answers

A. Number
B. Radio
C. Multi-select
D. Currency

36 of 60. A business implements FlexCards in their customer 360° view. The business wants to add a new action to oni the FlexCards that redirects users to an external web page.

Which type of action should the consultant recommend to meet this new requirement?

A. Redirect
B. Event
C. Navigate
D. URL

A company is beginning their first project using Calculation Procedures & Matrices. The developers on the tea 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.

38 of 60. A company begins a project to unify its customer data across the enterprise. After completing the discovery 2 analysis phases of the project, the project team recommends FlexCards as the primary solution. The stakeho 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. sFlexCard Designer

39 of 60. A business has been experiencing a downturn in customer satisfaction due to billing issues. The business lear 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 t request a call back on a certain date and then create a case that includes a list of bills from an external syste 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. atetion, DataRaptor Post Action, Date Input, Radio Input

D. HTTP Action, Radio Input, Date Input, DataRaptor Post Action

40 Of 60. Which OmniStudio tool can be used to invoke scheduled jobs?

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

41of 60. Which OmniStudio tool creates a Chatter post and sends to a Chatter feed? A.

DataRaptor Load

B. Integration Procedure

C. Calculation Procedure

D. Flexcards

42of 60. An OmniScript saves data to Salesforce and to an external system. What OmniScript element could save all this data?

E. HTTP Action
F. Integration Procedure Action
G. Data Raptor Post Action
H. DataRaptor Transform Action

43of 60. A business implements several OmniScripts and requests a design review to identify possible improvements. During the review, the consultant notices that each OmniScript needs to update address data, but each OmniScript collects the information differently using different labels and input elements.

What can the consultant recommend to improve these OmniScripts?

A. Create new versions of the OmniScripts to collect the address information. B.

==Create a reusable OmniScript to update address information.==

C. Use a DataRaptor Transform to standardize the data format.

D. Add an address typeahead element to all the OmniScripts.

44of 60. 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. Passthe 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.

45 of 60. A consultant has a project with the following requirement: "Agents need to follow a standard customer greeti script in order to ensure brand consistency.

Which OmniScript element should the consultant recommend to ensure the agents can see and follow these standard scripts?

A. Input Block

B. Text Ares

C. ==Headline==

D. Step

45 of 60. A business is creating a new OmniScript that will allow agents to launch a guided selling process from an acci detail page. The consultant reviews the initial design proposed for the OmniScript and sees that the process 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.

46 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 requiren

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

47 of 60. A company implements an integration procedure that is invoked from an OmniScript. The integration procedu 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. <mark>Chaining</mark>

D. Conditions

48 of 60. An insurance agency wants to enable its call center agents to be more efficient when handling customer inquire 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 the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.

What three OmniScripts elements should be used to meet the requirements?

Choose 3 answers

A. <mark>DateRaptor Extract Action</mark>

B. <mark>mail Action</mark>

C. DataRaptor Post Action

D. Messaging Element

E. <mark>Calculation Action</mark>

49 of 60. 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. <mark>DataRaptor</mark>

D. Calculation Procedure

A company plans to use OmniScript to digitally transform its business. During the discovery phase of the proj the team reviews all of the business processes including the individual steps of each process. As a result of th 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. reatee a FlexCard for contacts, and add an Update Contact Details OmniScript as an action,

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

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 ca 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 Flex Card with multiple flyouts B.

Using card session variables and multiple FlexCard
C. Using card filter and a single FlexCard with multiple flyouts
D. Using card filter and multiple FlexCards

53 of 60. A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 m 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, t 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 action
C. Add a flyout to the existing FlexCard
D. Use a block element to add these new actions

54Of 60. Which OmniStudio tool is optimized for performance and minimizes configuration time?

A. Integration Procedure
B. DataRaptor Extract
C. DataRaptor Turbo Extract
D. Calculation Procedure

55Of 60. A company has account information that they want to display to agents in a summarized view. For each acco they want to display icons that allow the user to launch guided processes for frequent tasks. The processes a 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. Omniscript

56 of 60. A company needs to create multiple guided processes on their public website. The processes need to be style using the corporate branding kit. The corporate branding kit includes guidance on colors, fonts, and icons. In addition, the website that the process will be deployed to has a style guide that dictates the format for radio buttons, silde bars, and other user interface elements. The company wants both the corporate branding kit ai the website's style guide to be globally implemented in these new processes.

Which three OmniStudio features and tools should the consultant recommend to meet these requirements?

Choose 3 answers

A. OmniScript
B. Custom Styles
C. Omniout
D. Newport Design System flexcards
E. Flexcards

57 of 60. A business needs to display installed products for field service technicians on service calls using a mobile dev 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

58 of 60. Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile

number, and email. None of the contact information on first step is required.

On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the cust says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer's email address.

What should the consultant recommend to meet this requirement?

    A. Add a Set Errors element
    B. Add a DataRaptor to retrieve the email address
    C. Add a Validation Rule to the Contact object
    D. Add a Conditional View to the last step