

Salesforce

Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)



NEW QUESTION 1

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 account. 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. Combine the DataRaptors into an Integration Procedure
- D. Add Order By filter in DataRaptor Extract

Answer: AC

NEW QUESTION 2

A business wants to create a FlexCard for mobile plans to add to their Customer 360° console application. The 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 Redirect URL
- B. OmniScript and Navigate
- C. Event, Navigate and Card
- D. Flyout and OmniScript

Answer: B

NEW QUESTION 3

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 4

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 5

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

Answer: AD

NEW QUESTION 6

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

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

Answer: B

NEW QUESTION 7

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

Answer: B

NEW QUESTION 8

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 9

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.

Answer: BC

NEW QUESTION 10

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 10

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

Answer: A

NEW QUESTION 11

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 12

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 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. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

Answer: B

NEW QUESTION 16

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

Answer: BD

NEW QUESTION 19

An auto insurance company has different rates for each state in the country. The company needs to manage the 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

Answer: D

NEW QUESTION 23

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 Block

Answer: ACD

NEW QUESTION 26

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, V consultant notices that the FlexCard is overloaded with actions.

What FlexCard design solution should the consultant recommend?

- A. Add a menue 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 31

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. DataRaptor Extract
- C. REST
- D. Integration Procedure

Answer: D

NEW QUESTION 32

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

Answer: AC

NEW QUESTION 33

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 34

A company needs to create multiple guided processes on their public website. The processes need to be styled 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, slide bars, and other user interface elements. The company wants both the corporate branding kit and 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
- E. FlexCards

Answer: ABD

NEW QUESTION 37

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 40

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 41

In OmniScript, how can pages or groups of fields be controlled 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 Radio Input property for a Step or Block element

Answer: C

NEW QUESTION 42

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 44

An existing OmniScript used to capture and update customer information displays the following information on 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 form because it is not categorized. The process fails 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 validation
- 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. Use Block elements to group and required property checked in some of the inputs

Answer: D

NEW QUESTION 47

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 51

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 52

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

Answer: B

NEW QUESTION 54

A business Implements FlexCards in their customer 360° view. The business wants to add a new action to on 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

Answer: C

NEW QUESTION 56

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 Area
- C. Headline
- D. Step

Answer: C

NEW QUESTION 61

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

Answer: AB

NEW QUESTION 65

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 68

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

Answer: B

NEW QUESTION 72

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

Answer: BDE

NEW QUESTION 74

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.

Answer: C

NEW QUESTION 79

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 84

A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:

- Present the user with a customer satisfaction question that allows them to select one option from a 1-5 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 Group, Remote Action, and Messaging Action
- B. Multi-Select, Remote Action, and Email Action
- C. Radio Group, DataRaptor Post Action, and Email Action
- D. Edit Block, DataRaptor Post Action, and Messaging Action

Answer: C

NEW QUESTION 88

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.

Answer: B

NEW QUESTION 92

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 95

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

Answer: A

NEW QUESTION 96

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 agent 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

Answer: A

NEW QUESTION 98

A business is creating a new OmniScript that will allow agents to launch a guided selling process from an account 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.

Answer: A

NEW QUESTION 102

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