

# Salesforce

## Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)



### NEW QUESTION 1

A company is creating a FlexCard for agents to respond to account inquiries. The company has decided to limit actions on the card to the three most frequent and important actions users typically take.

Based on the user analysis exhibit shown below, which three actions should appear on the card?

INFO	QUERY TOPIC	TASK	TASK FREQUENCY	TASK IMPORTANCE
Account	Credit limit	Request higher limit	Annual	Low
Account	Interest rate	Request to lower interest rate	Annual	Low
Account	Account number	View full account number	Annual	Low
Account	Credit score	View credit score history	Monthly	Medium
Billing	Payment type	Change payment type	Annual	Low
Billing	Payment method (email, mail, etc.)	Change payment method	Annual	Low
Billing	Payment due date	Make a payment	Monthly	High
Billing	Account balance	Make a payment	Monthly	High
Billing	Payment overdue	Make a payment	Rarely	High
Fraud	Fraud alert	Verify a transaction	Rarely	High
Loyalty	Point balance	Redeem points	Annual	Low
Transactions	Latest transaction	View statements	Monthly	Medium
Transactions	Transaction history	View transaction details	Monthly	Low

Choose 3 answers

- A. Verify a transaction
- B. Request higher limit
- C. View credit score history
- D. View statements
- E. Make a payment

**Answer:** CDE

### NEW QUESTION 2

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 3

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 4

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 5

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a recommendation 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 6

A company needs to create an OmniScript with three steps.

- Step 1
- Step 2
- Step 3

Enter customer details Select a product

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. DataRaptor 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

**Answer: B**

#### NEW QUESTION 7

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 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

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 o Pay bill
- o Review usage o Cancel service
- Status = Suspended o Pay bill
- o Reconnect service o Cancel service
- Status = Pending installation o Set up billing
- o Schedule installation o Cancel installation
- Status = Canceled
- o Reconnect service o Cancel service
- Status = Pending installation o Set up billing
- o Schedule installation o Cancel installation
- Status = Canceled o Pay bill
- o Disconnect service o 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

**Answer: AB**

#### NEW QUESTION 10

A business has been experiencing a downturn in customer satisfaction due to billing Issues. The business learn 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 to request a call back on a certain date and then create a case that includes a list of bills from an external system 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. HTTP Action, DataRaptor Post Action, Date Input, Radio Input
- D. HTTP Action, Radio Input, Date Input, DataRaptor Post Action

**Answer:** A

#### NEW QUESTION 10

A business wants to display customer 360° information in a console for their call center agents. The customer information will come from a variety of sources, and the information should be grouped together logically. The agents will need to take different actions depending on the context of each group of information.

Which tool should a consultant recommend to meet this requirement?

- A. Omniscript
- B. Lightning web components
- C. Visualforce Page
- D. FlexCards

**Answer:** B

#### NEW QUESTION 11

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

**Answer:** D

#### NEW QUESTION 15

What can a DataRaptor Extract do?

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

**Answer:** C

#### NEW QUESTION 16

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

**Answer:** C

#### NEW QUESTION 18

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 20

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 25

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

**Answer:** D

#### NEW QUESTION 29

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

**Answer:** B

#### NEW QUESTION 31

A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual 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

**Answer:** C

#### NEW QUESTION 36

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 39

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

**Answer:** D

#### 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 inform 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 48

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
- C. Edit Mode State
- D. New Card State

**Answer: A**

#### NEW QUESTION 52

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 56

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 two 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

**Answer: AD**

#### NEW QUESTION 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.

**Answer: CDE**

#### NEW QUESTION 65

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 66**

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 68**

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