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QUESTION 1

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

Correct Answer: A

QUESTION 2

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

Correct Answer: A

QUESTION 3

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. DataRator Turbo Extract

D. DataRaptor Transform

Correct Answer: D

QUESTION 4

Which OmniStudio tool is optimized for performance and minimizes configuration time?

A. Integration Procedure

B. DataRaptor Extract

C. DataRaptor Turbo Extract

D. Calculation Procedure

Correct Answer: C

QUESTION 5

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

Correct Answer: CD

QUESTION 6

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

Correct Answer: A

QUESTION 7

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

Correct Answer: AC

QUESTION 8

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 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. Text Block

B. HTTP Action

C. Text Area

D. Select

E. Multi-select

Correct Answer: ABD

QUESTION 9

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

Correct Answer: B

QUESTION 10

A company needs to create an OmniScript with three steps.

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

Correct Answer: B

QUESTION 11

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

Correct Answer: ACE

QUESTION 12

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

Correct Answer: AC

QUESTION 13

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

Correct Answer: C

QUESTION 14

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps to capture required information:

Step 1: account name and legal number Step 2: billing cycle and monthly due date Step 3: email 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. Configure the save for later property

Correct Answer: BC

QUESTION 15

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

Correct Answer: D

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