2023 Updated Verified OmniStudio-Consultant Q&As - Pass Guarantee or Full Refund [Q34-Q53

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[Mar-2023] OmniStudio-Consultant Certification with Actual Questions from Test4Engine

Q34. 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’

* Radio Group, Remote Action, and Messaging Action
* Multi-Select, Remote Action, and Email Action
* Radio Group, DataRaptor Post Action, and Email Action
* Edit Block, DataRaptor Post Action, and Messaging Action

Q35. 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?
* Remove Step 1 and prefill the account information automatically.
* Divide Step 2 into two steps, so each task is distinct.
* Use an Edit Block in Step 4 to enter payment information.
* Use Multi-select elements in Step 3 for the product list.

Q36. 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?
* Streaming API
* DataRaptor Extract
* REST
* Integration Procedure

Q37. 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: 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
* Create a reusable OmniScript for this process
* Use a single DataRaptor to save the information
* Combine the three steps into one step
* Configure the save for later property

Q38. 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
* OmniScript
* Interaction Launcher
* FlexCards
* OmniStudio Action
* DataRaptor

Q39. 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 header FlexCard for client information with a Flyout for profile attributes

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

* FlexCards for investment instrument information
* * An OmniScript with a Step for client information

* Block Elements for investment instruments
* * A header FlexCard for client information and profile attributes

* Child FlexCards for investment instruments with a Flyout for additional information

Q40. Which OmniStudio tool can be used to invoke scheduled jobs?
* Integration Procedure
* DataRaptor Extract
* DataRaptor Load
* Calculation Procedure

Q41. 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?
* Parent FlexCard with multiple Child and Card Actions
* Parent FlexCard with multiple Child and different Card States
* Parent FlexCard with single Child and multiple Card States
* Parent FlexCard with single Child and Card Actions

Q42. what can a DataRaptor Extract do?
* Create data in multiple related objects
* Extract data from a spreadsheet
* Retrieve data from multiple related objects
* Load data from external sources

Q43. A customer needs to create an OmniScript to capture payment Information. In the first step of the process, it 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
* DataRaptor Transform Action
* Select
* DataRaptor Extract Action
* Radio
* DataRaptor Post Action

Q44. 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
* Use flyouts
* Use card states
* Enable the Responsive property
* Customize the styling

Q45. How many levels deep can reusable OmniScripts be nested?
* 2
* 5
* Unlimited
* 1

Q46. What is the purpose of Step elements in OmniScript?

* Allows the user to input data
* Groups elements that extract data
* Enables the use of repeatable blocks
* Organizes the script into one or more pages

Q47. 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
* Datatable
* Remote Action
* Response Action
* Edit Block

Q48. 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
* Radio Group
* Email
* Text Area
* Range

Q49. 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?
* Combine these actions into an Integration Procedure
* Change DataRaptors to extract single objects
* Add conditional views to the OmniScript
* Add reusable OmniScripts for each step

Q50. 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?
* Date modified
* Priority
* Sequence
* Date created

Q51. Which OmniStudio tool creates a Chatter post and sends to a Chatter feed?
* DataRaptor Load
* Integration Procedure
* Calculation Procedure
* FlexCards

Q52. 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?
* Allows aggregate functions
* Allows text concatenation using algebraic operators
* Allows multiple versions that will execute based on when the request is made
* Allows AI integration to calculate next best offer using policy attributes

Q53. 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?
* Specific FlexCards with Actions for each type of Contact
* Multiple OmniStudio Actions that invoke separate OmniScripts
* Single FlexCard with an Action to invoke an OmniScript
* Single OmniStudio Action that invokes separate Omniscripts

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