[Q23-Q41 OmniStudio-Consultant Exam Brain Dumps - Study Notes and Theory [Jun-2022
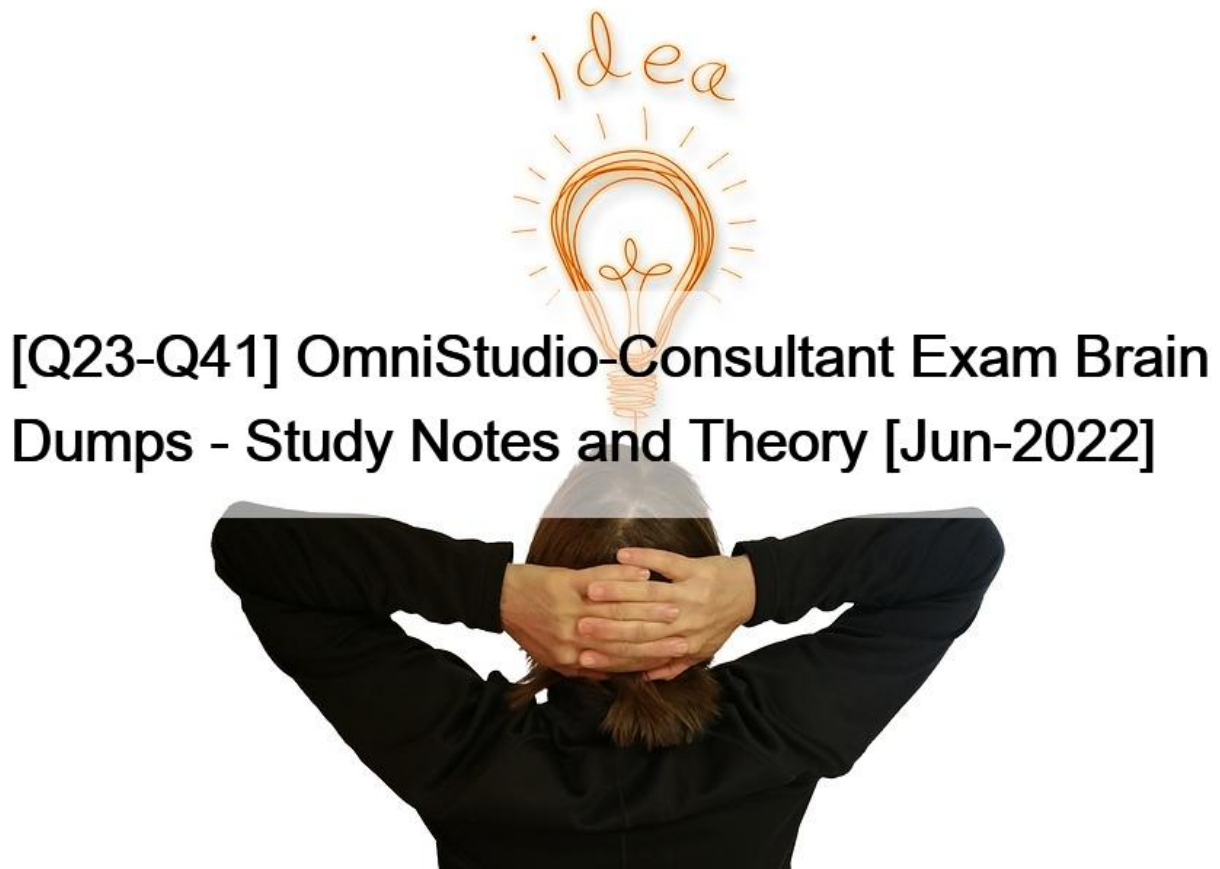

OmniStudio-Consultant Exam Brain Dumps - Study Notes and Theory [Jun-2022]
100% Guaranteed Results OmniStudio-Consultant Unlimited 112 Questions

Salesforce OmniStudio-Consultant Exam Syllabus Topics:

TopicDetailsTopic 1- Create fit- gap analyses between requirements and OmniStudio capabilities- FlexCards to ensure they meet customer requirements- needsTopic 2- Explain the purpose and benefits of Integration Procedures and DataRaptors- Explain the basic structure of an OmniScriptTopic 3- Collect and group the customer 360 Information required to show to an end user - Gather, analyze, and simplify business requirements in order to design solutions using OmniStudio toolsTopic 4- Design Integration Procedures and related DataRaptors- Explain the capabilities, use cases and purpose of using FlexCardsTopic 5- Describe the benefits of using Calculation Matrices and Calculation Procedures and provide real examples - Identify business process step requirements and map them to OmniScript Components

QUESTION 23

A company implements an integration procedure that is invoked from an OmniScript. The integration procedL includes a very

long-running process that makes users impatient.

Which feature should the consultant recommend to Improve performance and address users’ concerns?
* Try Catch
* Batch jobs
* Chaining
* Conditions

QUESTION 24

When a customer calls to report a product issue, agents need to check all open cases related to that product to see if there are any solutions that can resolve the customer’s issue. Products that have been purchased are stored as assets, and there is a lookup relationship from case to asset that allows cases to be linked to the products customers have purchased.

What type of DataRaptor can be used to retrieve a list of cases filtered by the customer’s asset and the last service date of the asset?
* DataRaptor Turbo
* DataRaptor Extract
* DataRaptor Load
* DataRaptor Transform

QUESTION 25

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?
* Custom Event and Redirect URL
* OmniScript and Navigate
* Event, Navigate and Card
* Flyout and OmniScript

QUESTION 26

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

QUESTION 27

A company needs to create a process that allows call center admins to retrieve all open cases that have a case type of
“network issue” and submit the case data “as-is” to a back office system for validation in batch on a
daily basis. Once the cases have been submitted, the process should trigger an email to the supervisor.

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

Choose 3 answers
* DataRaptor Turbo Extract
* OmniScript
* FlexCard
* Integration Procedure
* DataRaptor Load

QUESTION 28

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

QUESTION 29

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?
* It aggregates data elements that have been calculated separately.
* It verifies data types in the algebraic calculations of the calculation procedure.
* It generates sample input and output JSON that can be easily used to build DataRaptors.
* It allows developers to create what-if calculations.

QUESTION 30

which of the following are Integration Procedure Actions?
* Email
* OmniScript
* PDF
* TypeAhead

QUESTION 31

Which two functions can be performed by DataRaptors?

Choose 2 answers
* Transform data
* Combine requests into a single response
* Read and write data to external systems
* Read and write data to Salesforce

QUESTION 32

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
* Policies including type, issue date, amount
* Terms and Conditions for each policy
* Guided troubleshooting process
* Customer name, title, phone, email

QUESTION 33

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?
* Zones
* States
* Actions
* Flyouts

QUESTION 34

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?
* Conditional View
* Flyouts
* State

* Styling

QUESTION 35

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.

QUESTION 36

A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps.

Which OmniScript feature should the consultant recommend to meet this requirement?
* User Roles
* Conditional Views
* Script Configuration
* Script Profiles

QUESTION 37

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?

* DataRaptor Post Action between Step 2 and Step 3
* Integration Procedure Action between Step 2 and Step 3
* DataRaptor Post Action inside Step 2
* Integration Procedure Action inside Step 3

QUESTION 38

What is the purpose of the Messaging element in OmniScript?

* Display a custom styled message
* Send email/text to users based on logical conditions
* Trigger an event to external data sources based on logical conditions
* Display a warning to users based on logical conditions

QUESTION 39

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?

* DataRaptor Load
* DataRaptor Extract
* DataRator Turbo Extract
* DataRaptor Transform

QUESTION 40

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

QUESTION 41

A business wants to create a reusable OmniScript to capture customer payment information during the order 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

* Number
* Radio
* Multi-select
* Currency

OmniStudio-Consultant Dumps PDF - Want To Pass OmniStudio-Consultant Fast:

https://www.validbraindumps.com/OmniStudio-Consultant-exam-prep.html]