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NEW QUESTION: 1

How many levels deep can reusable OmniScripts be nested?

- A. 2
- B. 5
- C. Unlimited
- D. 1

Answer: C (LEAVE A REPLY)

Explanation

Reusable OmniScripts are OmniScripts that can be embedded within other OmniScripts to create modular and reusable components. They can be nested up to unlimited levels deep, as long as there are no circular references or conflicts between the parent and child OmniScripts.

The other options are not correct because:

2: This is too low and does not reflect the full potential of reusable OmniScripts.

5: This is also too low and does not reflect the full potential of reusable OmniScripts.

1: This is incorrect and does not make sense, as reusable OmniScripts are meant to be nested within other OmniScripts.

NEW QUESTION: 2

A health provider company is building a new application for its medical officers. The company wants to display medical test reports for patients. Medical test reports is a custom object, related to the Patients object.

For e< patient, the company needs to list each medical test report including the report name, date requested, and d generated. From each medical test report, the user should be able to take the following actions:

* Approve

* Print for Review

* Send for Retest

Which OmniStudio tools should the consultant use to design a solution to meet these requirements?

A. Salesforce list view with custom buttons/links

B. Single FlexCard with multiple actions

C. OmniScript with multiple Step elements

D. Multiple FlexCards with single action

Answer: B (LEAVE A REPLY)

NEW QUESTION: 3

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 Area

B. Text Block

C. HTTP Action

D. Multi-select

E. Select

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 4

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: (SHOW ANSWER)

Explanation

The FlexCard feature that the consultant should recommend to address this issue is Flyouts. A Flyout is a pop-up window that can display additional information or actions for a FlexCard. The consultant can use Flyouts to show some of the data elements and actions that are not essential for the main view of the product information, such as product details,

specifications, reviews, etc. This way, the consultant can reduce the clutter on the main FlexCard and improve the user experience

NEW QUESTION: 5

A business plans to implement new tools for their call center agents to increase efficiency and improve customer experience. The business needs to reduce new agent ramp-up time. During the discovery phase of the project, the business identifies the following requirements for the project:

- * Easy access to frequent processes
- * "At a glance" dashboards of customer information
- * Lists of customer bills, which are stored on an external system

Which two FlexCard benefits should the consultant highlight when presenting a proposed solution?

Choose 2 answers

- A. Allow customers to enter bill payment information
- B. Display different actions based on context
- C. Display a 360° view of the customer
- D. Guide users through complex processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

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 ([LEAVE A REPLY](#))

Explanation

The consultant can recommend creating a reusable OmniScript to update address information. A reusable OmniScript is an OmniScript that can be embedded in another OmniScript as a sub-process. This way, the consultant can create one OmniScript that collects the address information in a consistent way using the same labels and input elements, and then use it in multiple OmniScripts that need to update address information. This will improve the design and maintenance of the OmniScripts.

NEW QUESTION: 7

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: A,B (LEAVE A REPLY)

Explanation

The two use cases that are best solved using Calculation Procedures & Matrices are: To apply the correct factor when determining a cost and To return output that is calculated differently based on the date. A Calculation Procedure is a tool that can perform complex calculations based on multiple input and output variables. A Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values within groups. The consultant can use Calculation Procedures & Matrices to solve these use cases, because they involve applying rules and formulas to different data values and scenarios

NEW QUESTION: 8

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. Text
- B. Line Break
- C. Text Area
- D. Number
- E. Telephone

Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 9

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

- A. DataRaptor Load
- B. DataRaptor Turbo Extract
- C. OmniScript
- D. FlexCard
- E. Integration Procedure

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 10

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 and, 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 (LEAVE A REPLY)

Explanation

The OmniStudio data tool that the consultant should recommend in this scenario is an Integration Procedure.

An Integration Procedure can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. In this case, the Integration Procedure can retrieve data from an external system via a REST API and store it in a JSON object for the OmniScript to display

NEW QUESTION: 11

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: A,C (LEAVE A REPLY)

Explanation

The two FlexCard features that the consultant should recommend to meet this requirement are: Flyouts and Responsive property. A Flyout is a pop-up window that can display additional information or actions for a FlexCard. The consultant can use a Flyout to show the list of past service dates for each product, without cluttering the main FlexCard. The Responsive property is a property that determines how a FlexCard adapts to different screen sizes and orientations. The consultant can enable the Responsive property to make the FlexCard display well on mobile devices, such as tablets or phones

NEW QUESTION: 12

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. Flyout and OmniScript
- C. OmniScript and Navigate
- D. Event, Navigate and Card

Answer: (SHOW ANSWER)

NEW QUESTION: 13

A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users will access to more than 25 processes. Recently, a new project was started to build a 360° view using FlexCards to replace the legacy application.

In this scenario, which three FlexCard features should the consultant recommend?

Choose 3 answers

- A. Actions
- B. Newport Design System
- C. Custom Styles
- D. Menu elements
- E. Datatables

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 14

An existing OmniScript used to capture and update customer information displays the following information on the 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 information 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 add custom code for the required validation
- B.** Use a 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: B (LEAVE A REPLY)

Explanation

The consultant can improve the user experience of the OmniScript by using a Section element to break the information and a Headline element to add the title and a required icon in the input. A Section element can group related fields and elements in a logical way, making it easier for the user to navigate and fill the information. A Headline element can display a label and an icon for each field, indicating which ones are mandatory. This way, the OmniScript can display the information in a specific order and prevent errors and failures

NEW QUESTION: 15

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 16

A company needs to create multiple guided processes on their public website. The processes need to be style 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 at 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: A,B,D (LEAVE A REPLY)

Explanation

The three OmniStudio features and tools that the consultant should recommend to meet these requirements are:

OmniScript, Custom Styles, and Newport Design System. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use OmniScripts to create the guided processes for the public website. A Custom Style is a feature that allows applying custom CSS properties to an OmniScript or a FlexCard element. The consultant can use Custom Styles to style the OmniScripts using the corporate branding kit, such as colors, fonts, and icons. A Newport Design System is a tool that provides a set of predefined styles and components for building user interfaces. The consultant can use Newport Design System to style the user interface elements in the OmniScripts, such as radio buttons, slide bars, etc., according to the website's style guide

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NEW QUESTION: 17

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 OnStep" 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 (LEAVE A REPLY)

Explanation

The solution that the consultant should recommend to efficiently meet these requirements is to create an OmniScript that uses the reusable property to update contact data and embed it in other OmniScripts. A reusable OmniScript is an OmniScript that can be embedded in another OmniScript as a sub-process. This way, the consultant can create one OmniScript that updates contact data in a consistent way, and then use it in multiple OmniScripts that need to update contact data at different points in the process. This will improve the design and maintenance of the OmniScripts

NEW QUESTION: 18

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 a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.
- B.** Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
- C.** Create an Integration Procedure to update contact data with "Chain On Step" enabled and invoke it from all OmniScripts.
- D.** Create an OmniScript that uses the reusable property to update contact data and embed it in other OmniScripts.

Answer: (SHOW ANSWER)

NEW QUESTION: 19

A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:

- * Allow the user to select one or more energy products from a list
- * Get current energy usage data from an external system via an API
- * Save the data back to Salesforce as a lead

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers

- A.** DataRaptor Post Action
- B.** Multi-select Input
- C.** Post to Object Action
- D.** Radio Input
- E.** HTTP Action

Answer: (SHOW ANSWER)

Explanation

The three OmniScript elements that the consultant should recommend to meet these requirements are:

DataRaptor Post Action, Multi-select Input, and HTTP Action. A DataRaptor Post Action is an action that can write data to a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Post Action to save the data back to Salesforce as a lead. A Multi-select Input is an element that can display a list of options for the user to choose from, such as energy products. A Multi-select Input allows multiple options to be selected at once, and can also have icons for each option. An HTTP Action is an element that can invoke a REST or SOAP service to retrieve data from an external system, such as current energy usage data. An HTTP Action can store the response data in a JSON object for further processing

NEW QUESTION: 20

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 multiple FlexCards

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 21

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: A,D,E (LEAVE A REPLY)

Explanation

When designing OmniScripts, the best practices that should be followed to increase user adoption are:

Prefill data for users when possible (This reduces user effort and improves data quality)

Divide complex processes into sections (This makes the script more manageable and user-friendly)

Provide user help text (This guides the user through the script and clarifies any doubts)

The best practices that should not be followed to increase user adoption are:

Replicate existing processes as-is (This may not leverage the full potential of OmniStudio and may not address the pain points of the users)

Provide keystroke commands for data entry (This may not be intuitive or accessible for all users and may require additional training)

NEW QUESTION: 22

Which three of the following are functions of a Text Block element in OmniScript?

Choose 3 answers

- A. Links or images
- B. Table formatting
- C. Error conditions
- D. User input fields
- E. Text formatting

Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 23

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 stakeholder 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: (SHOW ANSWER)

Explanation

The two features that the consultant should highlight to address IT's concerns are Custom Styles and FlexCard Designer. Custom Styles are a feature that allows applying custom CSS properties to an OmniScript or a FlexCard element. Custom Styles do not require any coding skills, and can be easily configured using a graphical interface. FlexCard Designer is a tool that allows creating and editing FlexCards using a drag-and-drop interface. FlexCard Designer also does not require any coding skills, and can be used by anyone who has access to OmniStudio tools

NEW QUESTION: 24

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. Priority
- B. Date created
- C. Date modified
- D. Sequence

Answer: A (LEAVE A REPLY)

NEW QUESTION: 25

A company is beginning their first project using Calculation Procedures & Matrices. The developers on the team 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?

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

Answer: (SHOW ANSWER)

Explanation

The benefit that the consultant should highlight to the developer team is that it allows developers to create what-if calculations. The simulator is a feature that allows testing and debugging calculation procedures and matrices without deploying them. The simulator can also create what-if calculations, which are scenarios that show how changing one or more input variables affects the output values. This way, the developers can experiment with different values and see the results in real time

NEW QUESTION: 26

A Consultant is working on a project that involves using OmniStudio tools to design solutions that meet customer business requirements. The solutions need to be maintainable, scalable, and contribute to long-term customer success. Which OmniStudio tool should the Consultant use to display data and launch actions?

- A. Integration Procedures
- B. FlexCards
- C. DataRaptors
- D. OmniScripts

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 27

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

Answer: ([SHOW ANSWER](#))

Explanation

The two OmniScript features that the consultant should recommend are Response Action and Edit Block. A Response Action is an action that can save or submit data from an OmniScript to a Salesforce object or an external system. The consultant can use a Response Action to allow the user to add, edit, or delete dependents related to their policy via their Community portal. An Edit Block is an element that can display a list of records for the user to view, edit, or delete, using an OmniScript or an Integration Procedure. The consultant can use an Edit Block to display the dependents related to the policy, and allow the user to modify them

NEW QUESTION: 28

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. Conditional Block
- C. DataRaptor Transform Action
- D. Batch Action

Answer: A (LEAVE A REPLY)

NEW QUESTION: 29

A business wants to add typeahead functionality to an existing OmniScript. The business wants the user to begin entering the name of a contact in Salesforce. and allow the user to select the contact once it has found a match. Once the contact has been selected, the OmniScript should retrieve the contact's email address for use in a later step of the process.

What data source is needed when using the TypeAhead element?

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

Answer: D (LEAVE A REPLY)

Explanation

The data source that is needed when using the TypeAhead element is DataRaptor Extract Action. A TypeAhead element is an element that can display a list of suggestions for the user to select from, as they type in a text field. A DataRaptor Extract Action is an action that can retrieve data from a Salesforce object or invoke a Salesforce API, using SOQL queries or Apex methods. The consultant can use a DataRaptor Extract Action as a data source for the TypeAhead element, to get the contact names from Salesforce and display them as suggestions

NEW QUESTION: 30

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

Answer: (SHOW ANSWER)

Explanation

The data source that the team should use to make progress on the design is Apex Remote. Apex Remote allows the designer to use mock data from an Apex class as a placeholder until the actual endpoint is ready.

DataRaptor is not a data source, but a tool for reading, transforming, and writing data. Apex REST is not suitable for XML format, as it only supports JSON format. Integration Procedures are not needed for this scenario, as there is no data integration involved.

NEW QUESTION: 31

A company wants to create a guided process for their customers. The process needs to retrieve data from Salesforce as well as external systems, and the steps of the process will branch depending on input from the user. Users will complete the process in a single session.

How should the consultant design the solution to meet these requirements?

- A. FlexCards and Integration Procedures
- B. FlexCards and DataRaptors
- C. OmniScripts and Integration Procedures
- D. OmniScripts and DataRaptors

Answer: (SHOW ANSWER)

Explanation

The consultant should design the solution using OmniScripts and Integration Procedures to meet these requirements. An OmniScript is a tool that can design customer interactions using elements and actions. The consultant can use an OmniScript to create the guided process for the customers. An Integration Procedure is a tool that can execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. The consultant can use Integration Procedures to retrieve data from Salesforce as well as external systems, and store it in a JSON object for display or processing in the OmniScript

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NEW QUESTION: 32

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 have 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. Integration Procedure
- B. DataRaptor Extract
- C. REST
- D. Streaming API

Answer: A (LEAVE A REPLY)

NEW QUESTION: 33

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?

- A. Specific FlexCards with Actions for each type of Contact
- B. Multiple OmniStudio Actions that invoke separate OmniScripts
- C. Single FlexCard with an Action to invoke an OmniScript
- D. Single OmniStudio Action that invokes separate Omniscritps

Answer: D (LEAVE A REPLY)

Explanation

The OmniStudio tools that should be recommended to meet these requirements are single OmniStudio Action that invokes separate Omniscritps. OmniStudio Action can be used to conditionally launch different Omniscritps based on the record type of the contact.

Omniscritps can be used to implement the verification processes for each type of contact. Specific FlexCards with Actions for each type of Contact would require creating redundant FlexCards and Actions for each record type. Multiple OmniStudio Actions that invoke separate Omniscritps would require creating redundant Actions for each record type. Single FlexCard with an Action to invoke an Omniscritp would not allow for different verification processes based on the record type.

NEW QUESTION: 34

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: ([SHOW ANSWER](#))

Explanation

The OmniStudio tool that the consultant should recommend to meet this requirement is Grouped Calculation Matrix. A Grouped Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values within groups. The consultant can use a Grouped Calculation Matrix to define the input variables, such as state and other factors, and the output values, such as rates. The Grouped Calculation Matrix can then apply rules and formulas to calculate the rates for each state separately, but using the same formula

NEW QUESTION: 35

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. DataRaptor Post Action

B. DataRaptor Extract Action

C. Messaging

D. Steps

E. Calculation Action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

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. Lightning Record Page

B. FlexCards

C. Customer IntellView

D. OmniScript

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 37

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: A,C ([LEAVE A REPLY](#))

Explanation

The two OmniStudio tools that the consultant should recommend to meet these requirements are: Calculation Matrix and DataRaptor Extract. A Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values. The consultant can use a Calculation Matrix to look up the unit price using the product code, the grade, size, and then multiply the unit price by a discount factor. A DataRaptor Extract is a tool that can retrieve data from a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Extract to get the product code, grade, size, and discount factor from Salesforce

NEW QUESTION: 38

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. Add conditional views to the OmniScript
- B. Combine these actions into an Integration Procedure
- C. Change DataRaptors to extract single objects
- D. Add reusable OmniScripts for each step

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

Which element retrieves data from a Salesforce picklist in an org?

- A. Lookup
- B. DataRaptor Extract Action
- C. Calculation Action
- D. Mark this item for later review.
- E. Select

Answer: A (LEAVE A REPLY)

NEW QUESTION: 40

A company is designing a new console for contact center agents to display case data for customers. All cases will be fetched using a single DataRaptor. This page needs to display cases as follows:

- * "Open" cases with case description, case open date, case type, assigned to and priority fields. Open cases 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.

How should the consultant design the FlexCard solution to meet these requirements?

- A. Using a single FlexCard with multiple card filters
- B. Using three FlexCards
- C. Using a single FlexCard with three flyouts
- D. Using a single FlexCard with three states

Answer: A (LEAVE A REPLY)

NEW QUESTION: 41

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. Customize the styling
- B. Use flyouts
- C. Use card states
- D. Enable the Responsive property

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 42

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 (LEAVE A REPLY)

Explanation

The calculation engine will select which calculation procedure to run based on Priority. Priority is a field on the calculation procedure object that determines the order in which calculation procedures are executed when there are multiple active ones for a given date. The lower the priority number, the higher the precedence. Date modified, Sequence, and Date created are not factors that affect the calculation procedure selection logic.

NEW QUESTION: 43

A company wants to create a new digital interaction process that allows customers to request a quote for service from a local retail energy supplier. The process requires the following actions:

- * Allow the user to select one or more energy products from a list
- * Get current energy usage data from an external system via an API
- * Save the data back to Salesforce as a lead

Which three OmniScript elements should the consultant recommend to meet these requirements?

Choose 3 answers

- A. DataRaptor Post Action
- B. Multi-select Input
- C. HTTP Action
- D. Post to Object Action
- E. Radio Input

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 44

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 (LEAVE A REPLY)

Explanation

The consultant should recommend adding a Set Errors element to meet this requirement. A Set Errors element can display an error message and prevent the OmniScript from proceeding if certain conditions are not met.

The consultant can use a Set Errors element to check if the email address field is empty when the agent selects the checkbox to email the receipt. If it is empty, the Set Errors element can show an error message and direct the user to return to the first step and enter the customer's email address

NEW QUESTION: 45

How many levels deep can reusable OmniScripts be nested?

- A. Unlimited
- B. 1
- C. 2
- D. 5

Answer: B (LEAVE A REPLY)

NEW QUESTION: 46

A company wants to create a new customer buying journey for their website. The buying journey should include the following functionality:

- * Allow the user to enter contact and address information
- * Require the user to enter age, gender, and optionally income bracket
- * Compute a discount percentage per product based on the customer data provided
- * Save the list of suggested products including discounts

Which three OmniStudio tools should the consultant use to design a solution that meets these requirements? Choose 3 answers

- A. OmniScript
- B. Integration Procedures
- C. Calculation Procedures and Matrices
- D. FlexCard

E. OmniStudio Action

Answer: A,C,E (LEAVE A REPLY)

Explanation

The correct OmniStudio tools to design a solution that meets these requirements are OmniScript, Calculation Procedures and Matrices, and OmniStudio Action. OmniScript can be used to create a user interface for capturing customer information and displaying suggested products. Calculation Procedures and Matrices can be used to compute the discount percentage per product based on the customer data provided. OmniStudio Action can be used to save the list of suggested products including discounts to Salesforce or an external system. Integration Procedures are not needed for this scenario, as there is no data integration involved.

FlexCard is not relevant for this scenario, as it is used to display contextual data on record pages.

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NEW QUESTION: 47

Which element allows a user to retrieve data from a single field and display it in a dropdown list?

- A. Calculation Action
- B. Select
- C. DataRaptor Extract Action
- D. Lookup

Answer: D (LEAVE A REPLY)

NEW QUESTION: 48

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 (LEAVE A REPLY)

Explanation

The advantage of embedding multiple child cards in this scenario is that it allows multiple data sources to be used. A child card can have its own data source independent of the parent card or other child cards. This way, the consultant can use different data sources for each child card, such as Salesforce objects or external systems, and display them in one FlexCard canvas

NEW QUESTION: 49

A pop-up window will display additional information about the campaign, such as details about the members.

A button must initiate a guided process to add new leads to the campaign.

Which two FlexCard features should the consultant recommend to meet these requirements?

Choose 2 answers

- A. Data Table
- B. Flyout Action
- C. OmniScript Action
- D. Block Element
- E. Interaction Launcher

Answer: (SHOW ANSWER)

NEW QUESTION: 50

A business implements a simple OmniScript in their call center that allows agents to quickly create a case when on the phone with customers. The OmniScript has been running successfully in the call center for over a year. The business decides it wants to allow partners to create cases directly from their Community portal.

What is the most efficient solution that the consultant can propose to meet this new requirement?

- A. Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.
- B. Deploy the existing OmniScript to the Community portal using OmniOut.
- C. Duplicate the existing OmniScript and deploy the new script on the website.
- D. Embed the existing OmniScript as a reusable component within a new Community OmniScript.

Answer: (SHOW ANSWER)

NEW QUESTION: 51

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

- A. DataRaptor Turbo Extract
- B. OmniScript
- C. FlexCard
- D. Integration Procedure
- E. DataRaptor Load

Answer: (SHOW ANSWER)

Explanation

The three tools that should be used in the solution are DataRaptor Turbo Extract, Integration Procedure, and DataRaptor Load. DataRaptor Turbo Extract can be used to retrieve all open cases that have a case type of "network issue" from Salesforce in batch mode. Integration Procedure can be used to orchestrate the data flow between Salesforce and the back-office system, as well as trigger an email to the supervisor after the cases have been submitted. DataRaptor Load can be used to write data to the back-office system using REST or SOAP APIs. OmniScript is not needed for this scenario, as there is no user interface involved. FlexCard is not relevant for this scenario, as it is used to display contextual data on record pages.

NEW QUESTION: 52

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: B,C (LEAVE A REPLY)

Explanation

To improve the user experience, the consultant should use a Block Element with the Collapse property enabled and a Zone Template. A Block Element with the Collapse property enabled allows the user to expand or collapse a section of the FlexCard, which is useful for displaying a list of related records. A Zone Template allows the consultant to define the layout and style of the FlexCard, such as the number of columns, rows, and margins

NEW QUESTION: 53

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. Integration Procedure
- B. DataRaptor Extract
- C. Calculation Procedure
- D. DataRaptor Turbo

Answer: A (LEAVE A REPLY)

NEW QUESTION: 54

What is the purpose of the Messaging element in OmniScript?

- A. Display a custom styled message
- B. Send email/text to users based on logical conditions
- C. Trigger an event to external data sources based on logical conditions
- D. Display a warning to users based on logical conditions

Answer: D (LEAVE A REPLY)

Explanation

The purpose of the Messaging element in OmniScript is to display a warning to users based on logical conditions. A Messaging element can show a message with an icon and a color, such as red for error or green for success. The message can be configured to appear or disappear based on certain criteria, such as field values or user actions

NEW QUESTION: 55

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

Answer: ([SHOW ANSWER](#))

Explanation

The three tools that should be used in the solution are OmniScript, OmniStudio Action, and DataRaptor.

OmniScript can be used to create a user interface for generating invoices from contracts. OmniStudio Action can be used to conditionally display the invoice generation option on the contract page based on the contract status. DataRaptor can be used to read, transform, and write data between Salesforce and external systems.

Interaction Launcher is not needed for this scenario, as it is used to launch interactions from other applications.

FlexCards are not relevant for this scenario, as they are used to display contextual data on record pages.

NEW QUESTION: 56

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?

- A. Styling
- B. Conditional View
- C. Flyouts
- D. State

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Which of the following is a key difference between Integration Procedures and DataRaptors?

- A. Integration Procedures can retrieve data from multiple related objects.
- B. Integration Procedures can access data from external sources.
- C. DataRaptors can access data from external sources.
- D. DataRaptors can invoke multiple actions in a single server call.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

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 ResumeStep
- C. Use an Integration Procedure
- D. Use a DataRaptor Post Action

Answer: A ([LEAVE A REPLY](#))

Explanation

The consultant should design the OmniScript solution using the Save property to allow the user to stop and resume a process at a later time. The Save property is a property that determines whether an OmniScript can be saved as a draft and resumed later from where it was left off. The consultant can enable the Save property on an OmniScript to allow the user to stop and resume a process at a later time, without losing any data or progress.

NEW QUESTION: 59

A company has an existing OmniScript running in production. The business decides additional customer information is needed and wants to add more questions to the process.

What is the most efficient approach that the consultant can recommend to the business to meet this requirement?

- A. Add a new Step element with Input elements
- B. Add an embedded FlexCard
- C. Add an LWC component
- D. Add an Input Action to a Step

Answer: ([SHOW ANSWER](#))

Explanation

The most efficient approach that the consultant can recommend to the business to meet this requirement is to add a new Step element with Input elements. A Step element can group related fields and elements in an OmniScript, and display them in a page or a section. An Input element can display a field for the user to enter data, such as text, number, date, etc. The consultant can use a Step element to add a new page or section to the OmniScript, and then use Input elements to collect the additional customer information

NEW QUESTION: 60

Which two OmniScript components should the consultant recommend using to meet this validation requirement?

Choose 2 answers

- A. Formula
- B. Calculation
- C. Messaging
- D. Alert

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

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: (SHOW ANSWER)

Explanation

The number of different data sources that can be configured using FlexCards in this scenario is 6. A FlexCard can have one data source per state, and a state can have multiple child FlexCards, each with its own data source. Therefore, the parent FlexCard can have one data source for its state, and each of the 5 child FlexCards can have a different data source, making a total of 6 data sources

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NEW QUESTION: 62

When a customer calls to add a new primary contact to their account, call center agents need to complete a contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer.

Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF?

- A. OmniStudio Action
- B. Integration Procedure
- C. DataRaptor
- D. Calculation Procedure

Answer: C (LEAVE A REPLY)

Explanation

The OmniStudio tool that the consultant should recommend to generate the pre-filled PDF is DataRaptor. A DataRaptor is a tool that can read, transform, and write data from Salesforce objects or JSON objects. A DataRaptor Load can write data to a PDF template using a PDF mapping file, and generate a PDF document with the contact information pre-filled. The PDF document can be stored as an attachment or a content document in Salesforce

NEW QUESTION: 63

What business problem does DataRaptor solve?

- A. It combines multiple steps and processes into a single server call.
- B. It guides humans through a complex business process.
- C. It allows developers to create complex API queries declaratively.
- D. It removes the need to code data mappings for data transformations.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 64

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a recommend 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: ([SHOW ANSWER](#))

Explanation

The two actions that the consultant should recommend to the project team are replace existing APEX using DataRaptors and HTTPActions, and implement FlexCards and OmniScripts for the front-end. Replacing existing APEX using DataRaptors and HTTPActions would reduce implementation time, as these tools are declarative and do not require coding. Implementing FlexCards and OmniScripts for the front-end would ensure end-user processes are as simple as possible, as these tools provide guided interactions and contextual data. Creating new LWC templates for branding and styling would increase implementation time, as this would require coding and testing. Using existing APEX classes as data sources would not ensure optimal UX, as this would limit the flexibility and scalability of the solution.

NEW QUESTION: 65

The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. Th consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sal 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. E 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. Create a specific OmniScript for each business process.
- B. Add more conditional views to branch the OmniScript into logical sections.
- C. Pass the process type as an input parameter.
- D. Add more Step elements to create shorter pages.

Answer: A (LEAVE A REPLY)

Explanation

The consultant should recommend creating a specific OmniScript for each business process to improve the planned design of this OmniScript. Having one OmniScript for three different and complex sales processes will make the OmniScript too long and complicated, and will affect the performance and maintainability. Creating separate OmniScripts for each process will make them more manageable and user-friendly, and will also allow for more customization and flexibility

NEW QUESTION: 66

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: (SHOW ANSWER)

Explanation

The order that the consultant should design the elements of the OmniScript to meet these requirements is:

Radio Input, Date Input, HTTP Action, DataRaptor Post Action. A Radio Input element can display a list of options for the user to choose from, such as customer satisfaction rating. A Radio Input element allows only one option to be selected at a time, and can also have

icons for each option. A Date Input element can display a field for the user to enter a date value, such as call back date. A Date Input element can also have validation and formatting options, such as minimum and maximum dates, calendar picker, etc. An HTTP Action element can invoke a REST or SOAP service to retrieve data from an external system, such as a list of bills from the last 5 months. An HTTP Action element can store the response data in a JSON object for further processing. A DataRaptor Post Action element can write data to a Salesforce object or invoke a Salesforce API, such as creating a case with the list of bills in the case description

NEW QUESTION: 67

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

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 68

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?

- A. DataRaptor Load
- B. DataRaptor Transform
- C. DataRaptor Extract
- D. DataRaptor Turbo

Answer: (SHOW ANSWER)

NEW QUESTION: 69

What is the purpose of the Messaging element in OmniScript?

- A. Send email/text to users based on logical conditions
- B. Display a warning to users based on logical conditions

- C. Display a custom styled message
- D. Trigger an event to external data sources based on logical conditions

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 70

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?

- A. Multiple OmniStudio Actions that invoke separate OmniScripts
- B. Specific FlexCards with Actions for each type of Contact
- C. Single OmniStudio Action that invokes separate Omniscritps
- D. Single FlexCard with an Action to invoke an OmniScript

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

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 ([LEAVE A REPLY](#))

The key difference between Integration Procedures and DataRaptors is that Integration Procedures can access data from external sources, while DataRaptors can only access data from Salesforce. Integration Procedures allow the designer to create complex API queries declaratively using HTTP Actions or SOAP Actions.

DataRaptors allow the designer to read, transform, and write data between Salesforce objects or fields. Both Integration Procedures and DataRaptors can invoke multiple actions in a single server call, and both can retrieve data from multiple related objects.

NEW QUESTION: 72

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. Event
- B. Navigate
- C. URL
- D. Redirect

Answer: B (LEAVE A REPLY)

NEW QUESTION: 73

Which two functions can be performed by DataRaptors?

Choose 2 answers

- A. Read and write data to external systems
- B. Transform data
- C. Read and write data to Salesforce
- D. Combine requests into a single response

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 74

A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users will access to more than 25 processes. Recently, a new project was started to build a 360° view using FlexCards to replace the legacy application.

In this scenario, which three FlexCard features should the consultant recommend?

Choose 3 answers

- A. Actions
- B. Custom Styles
- C. Menu elements
- D. Data tables
- E. Newport Design System

Answer: A,B,D (LEAVE A REPLY)

Explanation

FlexCards are used to display contextual customer information in a compact and customizable way. They can also provide access to related processes or actions. In this scenario, the features that the consultant should recommend are:

* Actions: These are buttons or links that can launch OmniScripts, DataRaptors, or other processes from the FlexCard. They can help the users to perform tasks related to the customer information displayed on the FlexCard.

* Custom Styles: These are CSS classes that can be applied to the FlexCard elements to match the

* company's color scheme and fonts. They can help the users to have a consistent and branded user interface.

* Data Tables: These are elements that can display tabular data from one or more data sources on the FlexCard. They can help the users to see relevant data in a structured and sortable way.

The features that the consultant should not recommend are:

* Menu Elements: These are elements that can display a list of options or submenus on the FlexCard.

They are not suitable for this scenario because they do not provide access to processes or actions, but only to other FlexCards or pages.

* Newport Design System: This is a design system that provides a set of predefined styles and components for OmniStudio applications. It is not suitable for this scenario because it does not match the company's color scheme and fonts, and it may require additional customization.

NEW QUESTION: 75

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: A,C (LEAVE A REPLY)

Explanation

The two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts are: they future-proof your front-end design and they combine multiple actions into a single server call. An Integration Procedure can abstract the data source from the front-end design, making it easier to change or update the data source without affecting the FlexCard or OmniScript. An Integration Procedure can also execute multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services in one call, reducing the number of requests and processing time

NEW QUESTION: 76

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: (SHOW ANSWER)

Explanation

The OmniScript element that can be used to retrieve data from more than one source is Integration Procedure Action. An Integration Procedure Action can execute an Integration Procedure that can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the Integration Procedure Action

can retrieve data from different sources, such as Salesforce objects or external systems, and store it in a JSON object for the OmniScript to display

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NEW QUESTION: 77

When a customer wants to buy a new device, a discounted rate can be applied after considering the number lines and internet coverage on their current plan.

Which OmniStudio tool could a consultant recommend to get the discounted rate?

- A. DataRaptor Turbo
- B. OmniStudio Action
- C. Calculation Matrices
- D. DataRaptor Transform

Answer: (SHOW ANSWER)

Explanation

The OmniStudio tool that the consultant should recommend to get the discounted rate is Calculation Matrices.

A Calculation Matrix is a tool that can perform complex calculations based on multiple input variables and output values. The consultant can use a Calculation Matrix to define the input variables, such as number of lines and internet coverage, and the output values, such as discounted rate. The Calculation Matrix can then apply rules and formulas to calculate the discounted rate for each combination of input variables

NEW QUESTION: 78

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 of 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: A,C,E (LEAVE A REPLY)

Explanation

To create a new quote estimation process that involves multiple steps and a variable number of rows of data, the consultant should recommend the following OmniScript elements:

Edit Block: This is an element that allows the user to add, edit, or delete multiple rows of data in a table-like format. It can be used to capture the service category, number of hours, and hourly rate for each row.

Formula: This is an element that allows the user to perform calculations on data using mathematical expressions. It can be used to calculate the total for each row by multiplying the number of hours with the hourly rate.

Input Block: This is an element that allows the user to enter data using various input types, such as text, number, date, picklist, etc. It can be used to display the formula result for each row and the final price for the quote.

The elements that are not suitable for this scenario are:

Multi-select: This is an element that allows the user to select multiple options from a list. It is not relevant for this scenario, as the user needs to enter data in each row, not select from predefined options.

Step: This is an element that organizes the OmniScript into one or more pages. It is not relevant for this scenario, as it does not capture or display any data.

NEW QUESTION: 79

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 (LEAVE A REPLY)

Explanation

The tool that the consultant should recommend to meet this requirement is Lightning web components.

Lightning web components are custom HTML elements built using HTML and modern JavaScript. They can be used to create rich and interactive user interfaces that display data from various sources and allow users to take actions. In this case, a Lightning web component can be used to display customer 360° information in a console using FlexCards, OmniScripts, or other components. Omniscrit is not a tool, but a type of component that can be used to create guided interactions. Visualforce Page is not suitable for this requirement, as it is a legacy technology that uses server-side rendering and does not support modern web standards. FlexCards are not a tool, but a type of component that can be used to display contextual data on record pages.

NEW QUESTION: 80

Which three of the following are functions of a Text Block element in OmniScript?

Choose 3 answers

- A. Error conditions
- B. User input fields
- C. Links or images
- D. Text formatting
- E. Table formatting

Answer: C,D,E (LEAVE A REPLY)

Explanation

A Text Block element in OmniScript can perform three functions: display links or images, apply text formatting, and format tables. A Text Block element can use HTML tags to create hyperlinks or embed images in the OmniScript. It can also use CSS properties to style the text, such as font size, color, alignment, etc. Additionally, a Text Block element can use HTML table tags to create and format tables in the OmniScript

NEW QUESTION: 81

A customer needs to create an OmniScript to capture payment information. In the first step of the process, the user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment type 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 information 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

- A. DataRaptor Transform Action
- B. Select
- C. DataRaptor Extract Action

D. Radio

E. DataRaptor Post Action

Answer: B,D,E (LEAVE A REPLY)

Explanation

The three OmniScript elements that should be used to meet these requirements are:

Select, DataRaptor Extract Action, and DataRaptor Post Action. A Select element can display a dropdown list of options for the user to choose from, such as payment type. A

DataRaptor Extract Action can retrieve data from a Salesforce object, such as saved

payment information, and store it in an Interface object or a JSON object. A DataRaptor

Post Action can write data to a Salesforce object, such as new payment information, and

perform insert or update operations

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