Question 1

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?

Options:

A- Date modified

B- Priority

C- Sequence

D- Date created

Answer:

B

Question 2

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?

Options:

A- User Roles

B- Conditional Views

C- Script Configuration

D- Script Profiles

Answer:

B

Question 3

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

Options:

A- DataRaptor Turbo Extract

B- OmniScript

C- FlexCard

D- Integration Procedure

E- DataRaptor Load

Answer:

A, B, D

Question 4

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

Options:

A- OmniScript

B- Interaction Launcher

C- FlexCards

D- OmniStudio Action

E- DataRaptor

Answer:

A, C, E

Question 5

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?

Options:

A- Deploy the existing OmniScript to the Community portal using OmniOut.

B- Embed the existing OmniScript as a reusable component within a new Community OmniScript.

C- Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.

D- Duplicate the existing OmniScript and deploy the new script on the website.

Answer:

B

Question 6

A consultant needs to design an OmniScript to capture the following information:

* Select one payment method from a list of options

* Enter the address information with autocomplete

* Enter a phone number

Which OmniScript elements should be used to capture this information?

Options:

A- Radio, TypeAhead, and Telephone

B- Multi-Select. Address, and Telephone

C- Checkbox, Geolocation, and Number

D- Select, TypeAhead, and Number

Answer:

A

Question 7

How should the consultant design the OmniScript solution to allow the user to stop and resume a process at a later time?

Options:

A- Configure the Save property

B- Configure a Resume Step

C- Use an Integration Procedure

D- Use a DataRaptor Post Action

Answer:

A

Question 8

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?

Options:

A- Zones

B- States

C- Actions

D- Flyouts

Answer:

D

Question 9

Question Type: **MultipleChoice**

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?

Options:

A- Customer IntellView

B- Lightning Record Page

C- OmniScript

D- FlexCards

Answer:

D

Question 10

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

Options:

A- Calculation Action

B- DataRaptor Extract Action

C- Lookup

D- Select

Answer:

C

Question 11

Question Type: **MultipleChoice**

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?

Options:

A- User Roles

B- Conditional Views

C- Script Configuration

D- Script Profiles

Answer:

B