Free Questions for OmniStudio-Consultant

Shared by Humphrey on 12-12-2023

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Question 1

Question Type: MultipleChoice

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?

Options:

A- Salesforce list view with custom buttons/links
B- Multiple FlexCards with single action
C- OmnlScript with multiple Step elements
D- Single FlexCard with multiple actions

Answer:

D

Question 2

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 3

Question Type: MultipleChoice

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?

Options:

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 Omniscripts

Answer:

B

Question 4

Question Type: MultipleChoice

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?

Options:

A- Allows aggregate functions
B- Allows text concatenation using algebraic operators
C- Allows multiple versions that will execute based on when the request is made
D- Allows AI integration to calculate next best offer using policy attributes

Answer:

B

Question 5

Question Type: MultipleChoice

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?

Options:

A- Pass the process type as an input parameter.
B- Add more conditional views to branch the OmniScript into logical sections.
C- Add more Step elements to create shorter pages.
D- Create a specific OmniScript for each business process.

Answer:

B

Question 6

Question Type: MultipleChoice

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 view the product information. Once all of the elements are collected together on the FlexCard, it looks cluttered.

Which two FlexCard features should the consultant recommend to address this issue?

Choose 2 answers

Options:

A- Use a table or chart to display data
B- Use a flyout action to display additional information
C- Use a condition to hide data unless specific criteria are met
D- Put specific fields in a collapsible block

Answer:

B, D

Question 7

Question Type: MultipleChoice

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 requirements7

Choose 3 answers

Options:

A- OmniScript
B- Integration Procedures
C- Calculation Procedures and Matrices
D- FlexCard
E- OmniStudio Action

Answer:

A, B, C

Question 8

Question Type: MultipleChoice

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?

Options:

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

Question 9

Question Type: MultipleChoice

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?

Options:

A- * A header FlexCard for client information with a Flyout for profile attributes
* Child FlexCards for investment instruments with a Flyout for additional information
B- * A header FlexCard for client information and profile attributes
* FlexCards for investment instrument information
C- * An OmniScript with a Step for client information
* Block Elements for investment instruments
D- * A header FlexCard for client information and profile attributes
* Child FlexCards for investment instruments with a Flyout for additional information

Answer:

C

Question 10

Question Type: MultipleChoice

In an Integration Procedure, what group element will control whether an individual action executes?

Options:

A- Conditional Block
B- Cache Block
C- Try-Catch Block
D- Loop Block

Answer:

A

Question 11

Question Type: MultipleChoice

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?

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Options:

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

Answer:

D

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