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## Question 1

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**Question Type:** MultipleChoice

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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?

**Options:**

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- A- DataRaptor Transform with an interface Map
- B- Aggregation Steps in a Calculation Procedure
- C- Class-based Calculation Procedure
- D- Grouped Calculation Matrix

**Answer:**

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D

## Question 2

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**Question Type: MultipleChoice**

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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?

**Options:**

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- A-** Custom Event and Redirect URL
- B-** OmniScript and Navigate
- C-** Event, Navigate and Card
- D-** Flyout and OmniScript

**Answer:**

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B

## Question 3

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**Question Type:** MultipleChoice

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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

### **Options:**

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

### **Answer:**

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A, D

## Question 4

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**Question Type:** MultipleChoice

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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:

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- 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:**

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C

## Question 5

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**Question Type:** MultipleChoice

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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

**Options:**

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**A-** Guide users through complex processes

**B-** Display different actions based on context

**C-** Allow customers to enter bill payment information

**D-** Display a 360 view of the customer

**Answer:**

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B, D

## Question 6

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**Question Type: MultipleChoice**

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Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile number, and email. None of the contact information on first step is required.

On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the agent says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer's email address.

What should the consultant recommend to meet this requirement?

**Options:**

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- A-** Add a Set Errors element
- B-** Add a DataRaptor to retrieve the email address
- C-** Add a Validation Rule to the Contact object
- D-** Add a Conditional View to the last step

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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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

**Options:**

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

**Answer:**

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A, C

## Question 8

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**Question Type:** MultipleChoice

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Which OmniStudio tool can be used to invoke scheduled jobs?

**Options:**

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- A- Integration Procedure
- B- DataRaptor Extract
- C- DataRaptor Load
- D- Calculation Procedure

**Answer:**

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A

## Question 9

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**Question Type: MultipleChoice**

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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?

**Options:**

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- 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:**

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A

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