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## Salesforce Certified OmniStudio Consultant Exam (WI25)

Salesforce OmniStudio-Consultant

Version Demo

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## QUESTION NO: 1

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

**ANSWER: B**

## QUESTION NO: 2

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**

## QUESTION NO: 3

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?

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

**ANSWER: B**

## QUESTION NO: 4

What is the purpose of Step elements in OmniScript?

- A.** Allows the user to input data
- B.** Groups elements that extract data
- C.** Enables the use of repeatable blocks
- D.** Organizes the script into one or more pages

**ANSWER: D**

## QUESTION NO: 5

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: A B E**

## QUESTION NO: 6

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: B**

## QUESTION NO: 7

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**

### QUESTION NO: 8

A company has a process that requires a birthday validation. At the beginning of the process, the user is asked to input their birthday. If the user is less than 18 years old, then the process should display an error stating that the age cannot be less than 18. The process should restrict users from continuing. If the user is 18 or older, then the process should proceed without any error message.

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

Choose 2 answers

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

**ANSWER: B D**

### QUESTION NO: 9

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: D**

### QUESTION NO: 10

In which two scenarios should a DataRaptor be used?

Choose 2 answers

- A. To retrieve an account and its related contacts
- B. To retrieve today's financial news
- C. To send an SMS alert to the user when a process completes
- D. To merge the city and state fields into a single field

**ANSWER: A D**