



Vendor: Salesforce

Exam Code: Plat-Con-201

Exam Name: Salesforce Certified OmniStudio Consultant

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QUESTION 1

A company needs to create an OmniScript with three steps.

Step 1: Enter customer details

Step 2: Select a product

Step 3: Display a price retrieved from a REST API

The product's price should automatically display in Step 3.

What should the consultant add to the design of the OmniScript to meet these requirements?

- A. DataRaptor Post Action between Step 2 and Step 3
- B. Integration Procedure Action between Step 2 and Step 3
- C. DataRaptor Post Action inside Step 2
- D. Integration Procedure Action inside Step 3

Answer: D

Explanation:

The consultant should add an Integration Procedure Action inside Step 3 to meet the requirements. An Integration Procedure Action can execute an Integration Procedure that invokes a REST API and retrieves the product price. The Integration Procedure Action can be configured to run automatically when Step 3 is loaded, and display the price in a field or label element

QUESTION 2

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: D

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

QUESTION 3

A telecommunications company wants to create a 360° view of their customers, including all customer install products grouped by service address. During the discovery phase of the project, the consultant identifies that installed products can have 4 different statuses. Agents complete different processes, depending on status of installed product. The consultant creates an inventory of all statuses and processes as shown below.

Status = Active
Pay bill
Review usage
Cancel service

Status = Suspended
Pay bill
Reconnect service
Cancel service

Status = Pending installation
Set up billing
Schedule installation
Cancel installation

Status = Canceled
Reconnect service o Cancel service

Status = Pending installation
Set up billing
Scheduleinstallation
Cancel installation

Status = Canceled
Pay bill
Disconnect service
Reconnect service

Which two FlexCard features should the consultant use to meet these requirements? Choose 2 answers

- A. States
- B. OmniStudio Action
- C. Custom Style
- D. Flyout

Answer: AB

Explanation:

The two FlexCard features that the consultant should use to meet these requirements are States and OmniStudio Action. A State is a condition that determines how a FlexCard displays data and actions based on certain criteria. The consultant can use States to filter the installed products by their status and display different fields and actions accordingly. An OmniStudio Action is a button that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can

use OmniStudio Actions to enable the agents to complete different processes for each installed product, such as pay bill, cancel service, etc

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 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

- 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: BD

Explanation:

The two FlexCard features that the consultant should recommend to address this issue are Flyout and Block elements. 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 more details or options for each product without cluttering the main FlexCard. A Block element is a container that can group related fields and elements in a FlexCard. The consultant can use a Block element with the Collapse property enabled to allow the user to expand or collapse a section of the FlexCard, such as specific fields or actions

QUESTION 5

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: D

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

QUESTION 6

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

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

QUESTION 7

A business has a requirement to display an account and all of the associated contacts on a page. The number of contacts will vary for each account. For each contact, the page should display first name, last name, email, at phone number with options to edit the contact information or send a message. The primary contact for an a should be highlighted with a blue border. Which two FlexCards features should the consultant recommend to meet these requirements? Choose 2 answers

- A. Data table
- B. Flyouts
- C. States
- D. Repeat Block

Answer: AD

Explanation:

The two FlexCard features that the consultant should recommend to meet these requirements are Datatable and Repeat Block. A Datatable element can display a list of records in a tabular format, with columns for each field and rows for each record. The consultant can use a Datatable element to display the contacts for an account, with options to edit or send a message. A Repeat Block element is a container that can display multiple instances of a FlexCard based on a data source. The consultant can use a Repeat Block element to display a FlexCard for each contact, and use a condition to apply a blue border for the primary contact

QUESTION 8

What is the purpose of a DataRaptor Load?

- A. Write data to Salesforce objects
- B. Post data to Salesforce APIs
- C. Load data to an Interface object
- D. Send data to a PDF template

Answer: A

Explanation:

The purpose of a DataRaptor Load is to write data to Salesforce objects. A DataRaptor Load can map data from an Interface object or a JSON object to one or more Salesforce objects, and perform insert, update, upsert, or delete operations. A DataRaptor Load can also use formulas and functions to transform the data before writing it to Salesforce

QUESTION 9

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: D

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

QUESTION 10

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

Answer: CDE

Explanation:

The three elements that the consultant should include in the OmniScript design solution are: Telephone, Line Break, and Text. A Telephone element can display a field for the user to enter a phone number, with validation and formatting options. A Line Break element can insert a line break between two elements, making them display on separate lines. A Text element can display a field for the user to enter text, such as a website URL

QUESTION 11

A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 more actions to the existing FlexCard. All 8 actions are equally important and used with the same frequency. The business wants to display the name and icon for each action. However, when reviewing the existing design, the consultant notices that the FlexCard is overloaded with actions. What FlexCard design solution should the consultant recommend?

- A. Add a menu element and include all the actions
- B. Create a new contact FlexCard for the new actions
- C. Add a flyout to the existing FlexCard
- D. Use a block element to add these new actions

Answer: A

Explanation:

The FlexCard design solution that the consultant should recommend is to add a menu element and include all the actions. A menu element can display a list of actions in a dropdown menu, with icons and labels for each action. The consultant can use a menu element to show all the 8 actions in the FlexCard, without overloading it with buttons or links. This will improve the user experience and the design of the FlexCard

QUESTION 12

Which OmniStudio tool is optimized for performance and minimizes configuration time?

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

Answer: C

Explanation:

The OmniStudio tool that is optimized for performance and minimizes configuration time is DataRaptor Turbo Extract. A DataRaptor Turbo Extract is a tool that can retrieve data from one or more Salesforce objects using a graphical interface, without writing any SOQL queries. A DataRaptor Turbo Extract can also use filters, joins, and formulas to manipulate the data. A DataRaptor Turbo Extract is faster and more efficient than a DataRaptor Extract, and can handle large amounts of data without hitting governor limits

QUESTION 13

A company has account Information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes are reused in other parts of the business. Which three OmniStudio tools are needed to meet these requirements? Choose 3 answers

- A. FlexCards
- B. Flyouts
- C. OmniStudio Actions
- D. Navigate Actions
- E. Omni Script

Answer: ACE

Explanation:

The three OmniStudio tools that are needed to meet these requirements are: FlexCards, OmniStudio Actions, and OmniScript. A FlexCard is a tool that can display data and actions in a card format. The consultant can use a FlexCard to display the account information and icons for each action. An OmniStudio Action is a button that can invoke an OmniScript or an Integration Procedure from a FlexCard. The consultant can use OmniStudio Actions to launch guided processes for frequent tasks, such as change of plan, new sale, or loyalty. 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 each task

QUESTION 14

A company needs to create multiple guided processes on their public website. The processes need to be styled 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 and 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: ABD

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

QUESTION 15

A business requires a solution to generate an event (platform event) using account information. All the event information is related to the customer and is stored in Salesforce. Using an Integration Procedure, which two actions are necessary to design this solution? Choose 2 answers

- A. HTTP
- B. Response
- C. DataRaptor Post
- D. DataRaptor Extract

Answer: CD

Explanation:

The two actions that are necessary to design this solution using an Integration Procedure are DataRaptor Post and DataRaptor Extract. A DataRaptor Post 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 create an event (platform event) using account information. A DataRaptor Extract is an action that can retrieve data from a Salesforce object or invoke a Salesforce API. The consultant can use a DataRaptor Extract action to get the account information from Salesforce

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