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A business process needs to perform a multi-step calculation on each contact record in a list.
Using an Integration Procedure to process the list, what feature can be used to meet this requirement?

- A. Conditional Block
- B. Loop Block
- C. DataRaptor Transform Action
- D. Batch Action

Suggested Answer: B

Community vote distribution

B (100%)

  **Ging19910k** 2 months ago

Selected Answer: B

B loop block

upvoted 2 times

A company wants to create a guided process for their customers. The process needs to retrieve data from Salesforce as well as external systems, and the steps of the process will branch depending on input from the user. Users will complete the process in a single session. How should the consultant design the solution to meet these requirements?

- A. OmniScripts and Integration Procedures
- B. FlexCards and DataRaptors
- C. OmniScripts and DataRaptors
- D. FlexCards and Integration Procedure

Suggested Answer: A

Community vote distribution

A (100%)

🗨️ **Jankovra** Highly Voted 👍 1 year, 5 months ago

It should be OmniScripts and Integration Procedures because we need to access external system too.
upvoted 6 times

🗨️ **mamaamia** Most Recent 🕒 4 months, 3 weeks ago

Selected Answer: A

should be OmniScripts and Integration Procedures because we need to access external systems
upvoted 1 times

🗨️ **SF_FreeBird** 9 months, 2 weeks ago

Selected Answer: A

Should be Option A, Because we need to access external system as well.
upvoted 1 times

🗨️ **sirius_spa** 9 months, 2 weeks ago

Selected Answer: A

I think It should be A since we need to get data from an external system
upvoted 1 times

🗨️ **Ging19910k** 1 year, 2 months ago

Selected Answer: A

A omni and IP
upvoted 1 times

🗨️ **btiba2223** 1 year, 2 months ago

agree! should be answer A: OmniScripts and Integration Procedures
upvoted 1 times

A business has the following requirements:

To display cases for an account -

The user should see all of the cases on the canvas

The user should be able to create a new case from the canvas

The consultant decides to use states to enable this functionality.

Which type of state should the consultant recommend to allow users to create a new case from the canvas?

- A. Edit Mode State
- B. New Card State
- C. Blank Card State
- D. Active Card State

Suggested Answer: B

🗨️ **ujjalbd** 6 months, 1 week ago

Should it be C: Blank Card State?

As we have only two type of State: Default and Blank Card State.

Active/New/ : these can be a name of the corresponding State.

upvoted 1 times

🗨️ **ujjalbd** 6 months, 1 week ago

Should be Active Card State

upvoted 1 times

🗨️ **ksar4u** 10 months, 2 weeks ago

C. Blank Card State

upvoted 2 times

🗨️ **Jankovra** 11 months, 3 weeks ago

It should be Active Card State

upvoted 2 times

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

Suggested Answer: C

Community vote distribution

B (100%)

🗨️ 👤 **ujjalbd** 6 months, 1 week ago

It Should be B

upvoted 1 times

🗨️ 👤 **kikanti** 7 months ago

Selected Answer: B

it should be B

upvoted 1 times

🗨️ 👤 **Venkatesh_Kumar** 11 months, 1 week ago

it should be B

upvoted 4 times

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 tools should the consultant use to design a solution that meets these requirements? (Choose three.)

- A. Integration Procedures
- B. OmniScript
- C. Expression Sets and Decision Matrices
- D. OmniOut
- E. FlexCard

Suggested Answer: *BCE*

  **ujjalbd** 6 months, 1 week ago

Should be ABC

upvoted 1 times

  **dduf** 6 months, 2 weeks ago

Should be ABC, we need IP to save the data. Flexcard is not needed here since were using Omniscript/Steps to take input

upvoted 2 times

Which of the following are Integration Procedure Actions?

- A. Email
- B. PDF
- C. TypeAhead
- D. OmniScript

Suggested Answer: A

Community vote distribution

A (100%)

🗨️ **Graffiti7015** Highly Voted 10 months, 4 weeks ago

It should be A: Email Action
upvoted 5 times

🗨️ **ujjalbd** Most Recent 6 months, 1 week ago

Should be A, Email
upvoted 1 times

🗨️ **kikanti** 7 months ago

Selected Answer: A

Agree! It should be A
upvoted 1 times

🗨️ **Blablaba39** 8 months, 2 weeks ago

Answer is A: https://trailhead.salesforce.com/content/learn/modules/omnistudio-integration-procedures/explore-omnistudio-integration-procedure-designer?trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-salesforce-omni-studio-consultant-credential
upvoted 2 times

🗨️ **btiba2223** 8 months, 3 weeks ago

Selected Answer: A

agree! It should be A: Email Action
https://help.salesforce.com/s/articleView?id=sf.os_integration_procedure_actions_50165.htm&type=5
upvoted 3 times

A company needs to create some boundaries for their sales teams regarding the minimum and maximum discounts that can be applied to their orders. The discount thresholds are set using adjustments such as 5%, 10%, 15%, 20%, 25%, and 30%. The minimum adjustment and the maximum adjustment are determined by their region and their customer lifetime score.

Which tools should the consultant recommend to meet these requirements? (Choose two.)

- A. DataRaptor Transform
- B. OmniStudio Action
- C. Expression Set
- D. Decision Matrix

Correct Answer: *CD*

Currently there are no comments in this discussion, be the first to comment!

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?

- A. Multi-Select, Address, and Telephone
- B. Checkbox, Geolocation, and Number
- C. Radio, TypeAhead, and Telephone
- D. Select, TypeAhead, and Number

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

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?

- A. DataRaptor Transform with an Interface Map
- B. Aggregation Steps in an Expression Set
- C. Grouped Decision Matrix
- D. Class-based Expression Set

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

A consultant receives a requirement to display products installed at an account site in a customer's 360° FlexCard view. The business requires that the width of the fields displayed should change depending on the device used to view the FlexCard. For example, the Product Name and Model field elements should display at full width on mobile devices, but they should shrink to 60% on devices such as laptops and desktops. How should the consultant design the FlexCard to meet this requirement?

- A. Create two FlexCards, one for mobile devices and another for non-mobile devices
- B. Enable the Responsive feature on the Product Name and Model field elements
- C. Enable the Mobile-First feature in FlexCard settings
- D. Create two states, one for mobile devices and another for non-mobile devices

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

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

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

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

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 three.)

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

Suggested Answer: ACD

Community vote distribution

BCD (100%)

  **docxdmd** 5 months ago

Selected Answer: BCD

Flexcard with Flyouts to OS. Not sure what "OmniStudio Actions" is supposed to be...Like every kind of action for OS FC and IPs? Seems more like it was a bait choice...

upvoted 2 times

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?

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

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: C

Community vote distribution

D (100%)

🗨️ **sirius_spa** 3 months, 2 weeks ago

Selected Answer: D

D because I think 20 attributes are a lot to put in a header.
upvoted 1 times

🗨️ **dduf** 6 months, 2 weeks ago

Selected Answer: D

20 attributes in the header is a poor design choice
upvoted 1 times

🗨️ **ksar4u** 10 months, 2 weeks ago

Must be D. 20 attributes must not be placed in a header.
upvoted 3 times

A company needs an OmniScript to allow customers to order products and services from their website. After the order is submitted, the customer should be able to download a PDF summary of the order.

What type of DataRaptor should the consultant recommend to meet this requirement?

- A. DataRaptor Extract
- B. DataRaptor Load
- C. DataRaptor Transform
- D. DataRaptor Turbo Extract

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

A consultant designs a FlexCard with five card states following best practices. Four of the card states have a condition. At runtime, if two of the states' condition are true, which state will be displayed?

- A. The state with a true condition that has the highest priority
- B. The state closest to the top of the canvas
- C. The first state with the highest priority closest to the top of the canvas
- D. The first state with a true condition closest to the top of the canvas

Suggested Answer: D

Community vote distribution

D (100%)

dduf 6 months, 2 weeks ago

Selected Answer: D

There's no such thing as "priority" in flexcard states, it just chooses the first one that's true. Answer is D
upvoted 1 times

Jankovra 12 months ago

For me it should be

C. The first state with the highest priority closest to the top of the canvas
upvoted 2 times

Jankovra 12 months ago

For me it is :

C: <https://www.examttopics.com/exams/salesforce/certified-omnistudio-consultant/view/>
upvoted 1 times

Jankovra 12 months ago

Moderator : to delete, it is a mistake.
upvoted 1 times

Which of the following is a key difference between Integration Procedures and DataRaptors?

- A. Integration Procedures can access data from external sources.
- B. Integration Procedures can retrieve data from multiple related objects.
- C. DataRaptors can invoke multiple actions in a single server call.
- D. DataRaptors can access data from external sources.

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

A business wants to create an OmniScript that allows call center agents to schedule field service appointments for customers. The process needs to retrieve available appointment dates from an external system via a REST API, and then display them to the user for selection in a dropdown list. Once the user selects a date, a confirmation should display with rich text and images.

Which three OmniScript elements should be used to meet these requirements? (Choose three.)

- A. Select
- B. Text Block
- C. HTTP Action
- D. Multi-select
- E. Text Area

Correct Answer: *ABC*

Currently there are no comments in this discussion, be the first to comment!

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a very long-running process that makes users impatient.

Which feature should the consultant recommend to improve performance and address users' concerns?

- A. Batch jobs
- B. Chaining
- C. Conditions
- D. Try Catch

Suggested Answer: A

Community vote distribution

B (100%)

🗨️ **btiba2223** 2 months, 3 weeks ago

Selected Answer: B

I think it should be B
upvoted 2 times

🗨️ **Blablaba39** 2 months, 1 week ago

Agreed. Should be B : You can use chainable and queueable chainable settings to avoid hitting Salesforce governor limits when invoking long-running Integration Procedures. You can also chain on one or more specific long-running steps.

https://help.salesforce.com/s/articleView?id=sf.os_settings_for_long_running_integration_procedures_56206.htm&type=5

upvoted 2 times

🗨️ **lcol** 3 months ago

Should be Chaining, batch jobs are used to run Integration Procedures on a schedule https://help.salesforce.com/s/articleView?id=sf.os_batch_jobs_for_integration_procedures_and_vlocity_open_interfaces_55910.htm&type=5

[id=sf.os_batch_jobs_for_integration_procedures_and_vlocity_open_interfaces_55910.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.os_batch_jobs_for_integration_procedures_and_vlocity_open_interfaces_55910.htm&type=5)

upvoted 2 times

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

Suggested Answer: D

Community vote distribution

D (100%)

🗨️ **btiba2223** 2 months, 3 weeks ago

Selected Answer: D

Flyouts is the correct answer

upvoted 3 times

🗨️ **ksar4u** 4 months, 1 week ago

D. Flyouts

upvoted 4 times

A company uses expression sets 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 expression set to run?

- A. Date modified
- B. Rank
- C. Date created
- D. Sequence

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

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?

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

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

In OmniScript, how can pages or groups of fields be controlled based on the choices made by the user?

- A. Use the Radio Input property for a Step or Block element
- B. Use the Conditional View property on a Step or Block element
- C. Add Cancel and Save options for the user
- D. Create child OmniScripts for branched flow

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

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?

- A. Customer IntellView
- B. FlexCards
- C. OmniScript
- D. Lightning Record Page

Suggested Answer: B

Community vote distribution

B (100%)

 **WonderWoman** Highly Voted 3 months, 2 weeks ago

Selected Answer: B

B. FlexCards

upvoted 6 times

 **ksar4u** Highly Voted 4 months, 1 week ago

B. FlexCards

upvoted 5 times

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

- A. Use an Integration Procedure
- B. Configure a Resume Step
- C. Use a DataRaptor Post Action
- D. Configure the Save property

Suggested Answer: B

Community vote distribution

D (100%)

ksar4u **Highly Voted** 10 months, 2 weeks ago

D. Configure the Save property
upvoted 5 times

ksar4u **Highly Voted** 10 months, 1 week ago

D. Configure the Save property
upvoted 5 times

Blablaba39 8 months, 2 weeks ago

Agreed https://help.salesforce.com/s/articleView?id=sf.os_save_and_resume_an_omniscrypt_9465.htm&type=5
upvoted 3 times

sirius_spa **Most Recent** 3 months, 2 weeks ago

Selected Answer: D

D.
You have to go to "Save options" in the omniscrypt configuration and set the "Save for later" option
upvoted 1 times

Ging19910k 6 months ago

Selected Answer: D

Save setting
upvoted 1 times

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?

- A. Script Configuration
- B. Script Profiles
- C. User Roles
- D. Conditional Views

Suggested Answer: D

Community vote distribution

D (100%)

WonderWoman **Highly Voted** 9 months, 2 weeks ago

Selected Answer: D

D. Conditional Views
upvoted 6 times

sirius_spa **Most Recent** 3 months, 2 weeks ago

Selected Answer: D

D. Conditional views
upvoted 1 times

Ging19910k 6 months ago

Selected Answer: D

Condicional view is ok
upvoted 1 times

WonderWoman 9 months, 2 weeks ago

D. Conditional Views
upvoted 3 times

ksar4u 10 months, 1 week ago

D. Conditional Views
upvoted 3 times

ksar4u 10 months, 2 weeks ago

D. Conditional Views
upvoted 4 times

A business is creating an agent console with FlexCards to provide a 360° view of their customers. The business wants the following information displayed:

Account information including account name, phone, and website

Active opportunities related to the account

Active contracts related to the account

The ability to view and renew contracts

An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data.



How should the consultant design the FlexCards to meet these requirements?

- A. Parent FlexCard with single Child and multiple Card States
- B. Parent FlexCard with multiple Child and Card Actions
- C. Parent FlexCard with single Child and Card Actions
- D. Parent FlexCard with multiple Child and different Card States

Suggested Answer: C

Community vote distribution



B (100%)

  **btiba2223** 2 months, 3 weeks ago

Selected Answer: B

Parent FlexCard with multiple Child and Card Actions

upvoted 1 times

  **ksar4u** 4 months, 1 week ago

B. Parent FlexCard with multiple Child and Card Actions

Two child entities needs to be displayed; Opportunity and Contract.

upvoted 1 times

Which of the following use cases are best solved using Expression Sets and Decision Matrices? (Choose two.)

- A. To determine the list of products to display to a customer
- B. To return output that is calculated differently based on the date
- C. To retrieve text data and convert it to an integer
- D. To apply the correct factor when determining a cost

Correct Answer: *BD*

Currently there are no comments in this discussion, be the first to comment!

In which two cases should an integration procedure be used as a data source for FlexCards and OmniScripts? (Choose two.)

- A. To minimize the number of elements to be configured
- B. To achieve elastic scaling
- C. To separate the user interface from changes in the data sources
- D. To retrieve multiple data sources in a single response

Correct Answer: *CD*

Currently there are no comments in this discussion, be the first to comment!