

# Salesforce

## Exam Questions OmniStudio-Consultant

Salesforce Certified OmniStudio Consultant Exam (SU21)



**NEW QUESTION 1**

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:** ABE

**NEW QUESTION 2**

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

**NEW QUESTION 3**

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

**Answer:** B

**NEW QUESTION 4**

Which two functions can be performed by DataRaptors? Choose 2 answers

- A. Transform data
- B. Combine requests into a single response
- C. Read and write data to external systems
- D. Read and write data to Salesforce

**Answer:** AD

**NEW QUESTION 5**

A business has a requirement to display cases in a console for service agents. Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

- A. Conditional View
- B. Flyouts
- C. State
- D. Styling

**Answer:** A

**NEW QUESTION 6**

A business needs to create a FlexCard to display open cases for an account. The cases should display different depending on their priority.

- Low or Medium priority cases should display case data and an Update Account Info action.
- High priority cases should include a red border, an alert notification, and an Escalate action. What is the most efficient way to meet these requirements?

- A. Create a FlexCard with two card state
- B. Use conditions on the state to filter for priority.
- C. Create a FlexCard with one card stat
- D. Use conditions on the fields and actions to filter for priority.
- E. Create two FlexCards with one card state eac
- F. Use conditions on the states to filter for priority.

G. Create two FlexCards, one for Low / Medium priority cases and another for High priority cases.

**Answer:** A

#### NEW QUESTION 7

A company implements an integration procedure that is invoked from an OmniScript. The integration procedure includes a recommend to improve performance and address users concerns

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

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

**Answer:** C

#### NEW QUESTION 8

A company needs to create an OmniScript with three steps.

- Step 1
- Step 2
- Step 3

Enter customer details Select a product

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:** B

#### NEW QUESTION 9

When designing OmniStudio solutions, what are two reasons that explain why Integration Procedures are recommended as the first choice of data sources for FlexCards and OmniScripts?

Choose 2 answers

- A. They future-proof your front end design.
- B. They can retrieve Salesforce data from multiple objects faster.
- C. They combine multiple actions into a single server call.
- D. They enable better usability in digital interactions.

**Answer:** BC

#### NEW QUESTION 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:** AD

#### NEW 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

#### NEW QUESTION 15

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 o Pay bill
- o Review usage o Cancel service

- Status = Suspended o Pay bill
- o Reconnect service o Cancel service
- Status = Pending installation o Set up billing
- o Schedule installation o Cancel installation
- Status = Canceled
- o Reconnect service o Cancel service
- Status = Pending installation o Set up billing
- o Schedule installation o Cancel installation
- Status = Canceled o Pay bill
- o Disconnect service o 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

#### NEW QUESTION 16

A company has an existing OmniScript that gathers customer information. User feedback suggests that the current process requires too much typing because all the data is entered into input text fields. The users also are concerned because there is no validation in the data that is entered, and users can sometimes enter data that contains errors. The required inputs are first name, last name, age, and email, users are also presented a brief questionnaire regarding customer satisfaction.

Which three input elements can the consultant recommend to improve usability and to provide validation? Choose 3 answers

- A. Headline
- B. Radio Group
- C. Email
- D. Text Area
- E. Range

**Answer:** BCD

#### NEW QUESTION 21

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

**Answer:** A

#### NEW QUESTION 23

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:** BD

#### NEW QUESTION 27

A company needs to create a process that allows call center admins to retrieve all open cases that have a case type of "network issue" and submit the case data "as-is" to a back office system for validation in batch on a daily basis. Once the cases have been submitted, the process should trigger an email to the supervisor.

Which three OmniStudio tools should the consultant recommend to meet these requirements? Choose 3 answers

- A. DataRaptor Turbo Extract
- B. OmniScript
- C. FlexCard
- D. Integration Procedure
- E. DataRaptor Load

**Answer:** ABD

#### NEW QUESTION 32

What is the purpose of the Messaging element in OmniScript?

- A. Display a custom styled message
- B. Send email/text to users based on logical conditions
- C. Trigger an event to external data sources based on logical conditions
- D. Display a warning to users based on logical conditions

**Answer:** D

**NEW QUESTION 33**

Which OmniStudio tool creates a Chatter post and sends to a Chatter feed?

- A. DataRaptor Load
- B. Integration Procedure
- C. Calculation Procedure
- D. FlexCards

**Answer:** B

**NEW QUESTION 38**

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?

- 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:** A

**NEW QUESTION 41**

A company has an existing OmniScript running in production. The business decides additional customer information is needed and wants to add more questions to the process.

What is the most efficient approach that the consultant can recommend to the business to meet this requirement?

- A. Add a new Step element with Input elements
- B. Add an LWC component
- C. Add an Input Action to a Step
- D. Add an embedded FlexCard

**Answer:** A

**NEW QUESTION 45**

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

**NEW QUESTION 48**

A business wants to display customer 360° information in a console for their call center agents. The customer information will come from a variety of sources, and the information should be grouped together logically. The agents will need to take different actions depending on the context of each group of information.

Which tool should a consultant recommend to meet this requirement?

- A. Omniscrypt
- B. Lightning web components
- C. Visualforce Page
- D. FlexCards

**Answer:** B

**NEW QUESTION 52**

A company needs to create a new quote estimation process for its services team. This process involves multiple steps. The user needs to enter a variable number of rows of data in order to calculate the correct final price for the quote. The data that needs to be entered in each row includes:

- Service category
- Number of hours
- Hourly rate

The number of hours should be multiplied with the hourly rate to calculate the total for each row. Which three OmniScript elements should the consultant recommend to meet these requirements? Choose 3 answers

- A. Edit Block
- B. Multi-select
- C. Formula
- D. Step

E. Input Block

**Answer:** ACD

#### NEW QUESTION 56

A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 m 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, V 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

#### NEW QUESTION 60

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
- 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

#### NEW QUESTION 62

what can a DataRaptor Extract do?

- A. Create data in multiple related objects
- B. Extract data from a spreadsheet
- C. Retrieve data from multiple related objects
- D. Load data from external sources

**Answer:** C

#### NEW QUESTION 66

A company is beginning their first project using Calculation Procedures & Matrices. The developers on the tea are concerned about learning the new tool and how they will test their calculation procedures. The consultant recommends that they use the built-in simulator. In this scenario, what benefit should the consultant highlight to the developer team?

- A. It aggregates data elements that have been calculated separately.
- B. It verifies data types in the algebraic calculations of the calculation procedure.
- C. It generates sample input and output JSON that can be easily used to build DataRaptors.
- D. It allows developers to create what-if calculations.

**Answer:** C

#### NEW QUESTION 68

Agents for an insurance company need to know the current and past weather conditions when creating claims customers. The consultant implements a FlexCard for weather conditions in the console to ensure the agents h access to the information. The FlexCard needs to provide fields extracted from a weather API and account field from Salesforce.

According to best practice, what data source should be used?

- A. Streaming API
- B. DataRaptor Extract
- C. REST
- D. Integration Procedure

**Answer:** D

#### NEW QUESTION 72

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



**Answer:** D

**NEW QUESTION 77**

which of the following are Integration Procedure Actions?

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

**Answer:** A

**NEW QUESTION 81**

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

**Answer:** A

**NEW QUESTION 86**

A business implements a simple OmniScript in their call center that allows agents to quickly create a case when on the phone with customers. The OmniScript has been running successfully in the call center for over a year. The business decides it wants to allow partners to create cases directly from their Community portal.

What is the most efficient solution that the consultant can propose to meet this new requirement?

- A. Deploy the existing OmniScript to the Community portal using OmniOut.
- B. Embed the existing OmniScript as a reusable component within a new Community OmniScript.
- C. Clone the existing OmniScript to a new LWC OmniScript and deploy to the Community portal.
- D. Duplicate the existing OmniScript and deploy the new script on the website.

**Answer:** B

**NEW QUESTION 91**

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 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

**NEW QUESTION 94**

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

**NEW QUESTION 95**

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, and phone number with options to edit the contact information or send a message. The primary contact for an account should be highlighted with a blue border.

Which two FlexCards features should the consultant recommend to meet these requirements? Choose 2 answers

- A. Datatable
- B. Flyouts
- C. States
- D. Repeat Block

**Answer:** AC

**NEW QUESTION 98**

A consultant wants to proceed with a FlexCard canvas design that will display data from a legacy billing system. The legacy billing system is being extended to add

a SOAP endpoint that will allow for the data to be retrieved in XML format. However, the endpoint is not ready yet. Which data source should the team use to make progress on the design?

- A. DataRaptor
- B. Apex REST
- C. Integration Procedures
- D. Apex Remote

**Answer:** C

#### NEW QUESTION 101

The design team creates a mock-up proposal of an OmniScript for sales that includes more than 25 steps. The consultant reviews the proposal and sees that the OmniScript will be used for three different and complex sales 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. The 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?

- 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

#### NEW QUESTION 104

which two of the following use cases are best solved using Calculation Procedures & Matrices? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 109

A customer needs to create an OmniScript to capture payment information. In the first step of the process, the user selects a payment type such as credit card, debit card, or direct bank account payment. Each payment type should display with a different icon. The process should check to see if the customer has any saved payment information of that type, and if there is, no further action is required. If there is no saved payment information then the user should be allowed to enter the information, and the process should save it.

Which three OmniScript elements should be used to meet these requirements? Choose 3 answers

- A. DataRaptor Transform Action
- B. Select
- C. DataRaptor Extract Action
- D. Radio
- E. DataRaptor Post Action

**Answer:** CDE

#### NEW QUESTION 112

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 OmniScripts

**Answer:** B

#### NEW QUESTION 113

which Action element redirects the user outside an LWC OmniScript?

- A. Response
- B. Done
- C. Post to Object
- D. Navigate

**Answer:** D

#### NEW QUESTION 118

What business problem does DataRaptor solve?

- A. It removes the need to code data mappings for data transformations.
- B. It allows developers to create complex API queries declaratively.



- C. It combines multiple steps and processes into a single server call.
- D. It guides humans through a complex business process.

**Answer:** A

#### NEW QUESTION 123

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

#### NEW QUESTION 125

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

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

**Answer:** C

#### NEW QUESTION 130

A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:

- Present the user with a customer satisfaction question that allows them to select one option from a 1-5 satisfaction rating.
- Create a case for an account team member to follow up.
- Email a summary message to the user.

Which OmniScript elements should the consultant recommend to meet these requirements?

- A. Radio Group, Remote Action, and Messaging Action
- B. Multi-Select, Remote Action, and Email Action
- C. Radio Group, DataRaptor Post Action, and Email Action
- D. Edit Block, DataRaptor Post Action, and Messaging Action

**Answer:** C

#### NEW QUESTION 133

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 must say 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?

- 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:** A

#### NEW QUESTION 134

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 has 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?

- 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

#### NEW QUESTION 137

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