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**QUESTION 1**

A company plans to use OmniScript to digitally transform its business. During the discovery phase of the project the team reviews all of the business processes including the individual steps of each process. As a result of analysis, it is clear that many processes need to update contact data at different points in the process.

What solution should the consultant recommend to efficiently meet these requirements?

- A. Create an Integration Procedure to update contact data with "Chain On Step" enabled and invoke it from all OmniScripts.
- B. Create an OmniScript that uses the reusable property to update contact data and embed it in other OmniScripts.
- C. Create an OmniScript to update contact data and invoke it when other OmniScripts complete.
- D. Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

Correct Answer: B

QUESTION 2

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 three OmniStudio tools should the consultant use to design a solution that meets these requirements? Choose 3 answers

- A. OmniScript
- B. Integration Procedures
- C. Calculation Procedures and Matrices
- D. FlexCard
- E. OmniStudio Action

Correct Answer: ABC

QUESTION 3

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

Correct Answer: B

QUESTION 4

A company is designing a new console for contact center agents. The cards in the console need to display the following:

Open"; cases with case description, case open date, case type, assigned to and priority fields. Open should be highlighted with a red border.

Awaiting Closure"; cases with case description, last action taken date, resolution, approval reason for closure, and assigned to fields. These cases should be highlighted with a grey border. Closed"; cases with case description, resolution, case closed date fields with a link to duplicate cases.

All cases will be fetched using a single DataRaptor.

How should the consultant design the FlexCard solution to meet these requirements?

- A. Using card session variables and a single FlexCard with multiple flyouts
- B. Using card session variables and multiple FlexCards
- C. Using card filter and a single FlexCard with multiple flyouts
- D. Using card filter and multiple FlexCards

Correct Answer: B

QUESTION 5

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

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

Correct Answer: C



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