



# OMNISTUDIO-CONSULTANT<sup>Q&As</sup>

Salesforce Certified OmniStudio Consultant

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**QUESTION 1**

A company has an OmniScript that allows agents to schedule service calls. The first step displays the account name, primary contact name, and telephone number to the user for confirmation. On the second step, it displays available appointment slots, which are retrieved from an external service in XML and then transformed into JSON. The following actions are currently used in the OmniScript:

DataRaptor Extract Action HTTP Action DataRaptor Transform Action

Following best practices, what can the consultant recommend to reduce processing time?

- A. Combine these actions into an Integration Procedure
- B. Change DataRaptors to extract single objects
- C. Add conditional views to the OmniScript
- D. Add reusable OmniScripts for each step

Correct Answer: A

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**QUESTION 2**

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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**QUESTION 3**

A business plans to implement new tools for their call center agents to increase efficiency and improve customer experience. The business needs to reduce new agent ramp-up time. During the discovery phase of the project, the business identifies the following requirements for the project:

Easy access to frequent processes At a glance; dashboards of customer information Lists of customer bills, which are stored on an external system

Which two FlexCard benefits should the consultant highlight when presenting a proposed solution? Choose 2 answers

- A. Guide users through complex processes
- B. Display different actions based on context
- C. Allow customers to enter bill payment information



D. Display a 360° view of the customer

Correct Answer: BD

#### QUESTION 4

A business needs to display installed products for field service technicians on service calls using a mobile device. The installed product information must be summarized so the technician can see key details at a glance. How the technician also needs to sometimes access a list of past service dates for each product.

Which two FlexCards features should the consultant recommend to meet this requirement? Choose 2 answers

A. Use flyouts

B. Use card states

C. Enable the Responsive property

D. Customize the styling

Correct Answer: AC

#### QUESTION 5

A health provider company is building a new application for its medical officers. The company wants to display medical test reports for patients. Medical test reports is a custom object, related to the Patients object. For e

Approve Print for Review Send for Retest

Which OmniStudio tools should the consultant use to design a solution to meet these requirements?

A. Salesforce list view with custom buttons/links

B. Multiple FlexCards with single action

C. OmniScript with multiple Step elements

D. Single FlexCard with multiple actions

Correct Answer: D

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