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**QUESTION 1**

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

Correct Answer: ABD

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**QUESTION 2**

An Insurance agency wants to enable its call center agents to be more efficient when handling customer inqul.... After analyzing patterns in the call logs, the agency discovers that one of the top customer requests is to find total insurance premiums paid as well as the difference year over year. Agents need to relay this information the customer and then send them a summary report by email. The agency decides to implement this process using OmniScript.

What three OmniScripts elements should be used to meet the requirements? Choose 3 answers

- A. DataRaptor Extract Action
- B. Email Action
- C. DataRaptor Post Action
- D. Messaging Element
- E. Calculation Action

Correct Answer: ABE

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**QUESTION 3**

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

Correct Answer: BCD

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#### QUESTION 4

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

Correct Answer: B

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#### QUESTION 5

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

Correct Answer: A

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#### QUESTION 6

Which OmniScript element can be used to retrieve data from more than one source?



- A. Calculation Action
- B. Integration Procedure Action
- C. DataRaptor Extract Action
- D. Matrix Action

Correct Answer: B

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#### QUESTION 7

Which three functions are performed by Action elements in OmniScript? Choose 3 answers

- A. Display error messages to the user
- B. Get and update data through APIs
- C. Organize data into multiple pages
- D. Send DocuSign emails for signature
- E. Get and update data in Salesforce

Correct Answer: BDE

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#### QUESTION 8

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps to capture required information:

Step 1: account name and legal number Step 2: billing cycle and monthly due date Step 3: email and telephone number

After each step, a DataRaptor is used to update the account information in Salesforce.

Following best practices, which two improvements can the consultant recommend for this OmniScript? Choose 2 answers

- A. Create a reusable OmniScript for this process
- B. Use a single DataRaptor to save the information
- C. Combine the three steps into one step
- D. Configure the save for later property

Correct Answer: BC

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#### QUESTION 9

An investment portfolio manager wants to build a console to display:



Correct Answer: C

Correct Answer: AC

Correct Answer: AD

**QUESTION 12**

A business has a project that must be completed soon in order to meet important deadlines. However, the developer on the project has left the company, and the new team on the project has decided to use OmniStudio tools. The development work completed so far was done using APEX code. The new team must complete the project following these guidelines:

Minimize implementation time Ensure end-user processes are as simple as possible Find a way to ensure optimal UX

In this scenario, what two actions should the consultant recommend to the project team? Choose 2 answers

- A. Replace existing APEX using DataRaptors and HTTP Actions
- B. Create new LWC templates for branding and styling
- C. Implement FlexCards and OmniScripts for the front-end
- D. Use existing APEX classes as data sources

Correct Answer: AC

**QUESTION 13**

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 14**

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

Correct Answer: C

#### QUESTION 15

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 a embedded FlexCard

Correct Answer: A

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