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QUESTION 1

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

Correct Answer: A

QUESTION 2

Which three use cases should be implemented using Calculation Procedures and Matrices? Choose 3 answers

- A. Use a house's address, size, and age of the building to determine an insurance premium.
- B. Use rules to determine eligible insurance products based on a house's address and age of the building.
- C. Use location and past usage to determine the monthly cost for an energy product.
- D. Use the product color and capacity to determine the price of a product.
- E. Use risk factors for an insured item to determine different insurance product options.

Correct Answer: CDE

QUESTION 3

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



D. Select, TypeAhead, and Number

Correct Answer: A

QUESTION 4

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 5

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

Correct Answer: B

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