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QUESTION 1

Which of the following are Integration Procedure Actions?

A. Email

B. OmniScript

C. PDF

D. TypeAhead

Correct Answer: A

QUESTION 2

A business needs a 360?view of their accounts, including a FlexCard to display all of the products sold to the account. The business identified 20 different data elements and 10 actions that users would need when viewing the product information. Once all of the elements were collected together on the FlexCard, it looked cluttered.

What FlexCard feature should the consultant recommend to address this issue?

A. Zones

B. States

C. Actions

D. Flyouts

Correct Answer: D

QUESTION 3

A company plans to rebuild a process that includes functionality that was originally written in APEX and Visual pages using OmniScript. The consultant reviews the process and sees in the first step, the user reviews data then enters additional information. In the next step, the process retrieves data from an external system.

In this scenario, which OmniStudio data tool should the consultant recommend?

A. DataRaptor Turbo

B. Calculation Procedure

C. Integration Procedure

D. DataRaptor Extract

Correct Answer: C

QUESTION 4

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

Correct Answer: A

QUESTION 5

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 ^ 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.

Correct Answer: A

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