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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

QUESTION 2

A company needs to create an OmniScript with three steps.

Enter customer details

Select a product

Display a price retrieved from a REST API

The product's price should automatically display in Step 3.

What should the consultant add to the design of the OmniScript to meet these requirements?

- A. DataRaptor Post Action between Step 2 and Step 3
- B. Integration Procedure Action between Step 2 and Step 3
- C. DataRaptor Post Action inside Step 2
- D. Integration Procedure Action inside Step 3

Correct Answer: B

QUESTION 3

A consultant has a project with the following requirement: "Agents need to follow a standard customer greeti.... script in order to ensure brand consistency."

Which OmniScript element should the consultant recommend to ensure the agents can see and follow these standard



scripts?

- A. Input Block
- B. Text Area
- C. Headline
- D. Step

Correct Answer: C

QUESTION 4

A business requires a solution to generate an event {platform event} using account information. All the event information is related to the customer and is stored in Salesforce.

Using an Integration Procedure, which two actions are necessary to design this solution? Choose 2 answers

- A. HTTP
- B. Response
- C. DataRaptor Post
- D. DataRaptor Extract

Correct Answer: CD

QUESTION 5

A client wants to create an OmniScript to capture customer satisfaction. The process requires the following actions:

Present the user with a customer satisfaction question that allows them to select one option from a 1-5 satisfaction rating.

Create a case for an account team member to follow up.

Email a summary message to the user.

Which OmniScript elements should the consultant recommend to meet these requirements?

- A. Radio Group, Remote Action, and Messaging Action
- B. Multi-Select, Remote Action, and Email Action
- C. Radio Group, DataRaptor Post Action, and Email Action
- D. Edit Block, DataRaptor Post Action, and Messaging Action



Correct Answer: C

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