Version: 14.0

Question: 1

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 bui l di ng .
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.

Answer: A,C,E

E xpl anati on:

Calculation Procedures & Matrices are used to perform complex calculations based on input data and predefined rules. They are suitable for use cases that involve pricing, rating, scoring, or eligibility determination. Therefore, the use cases that should be implemented using Calculation Procedures & Matrices are: Use a house's address, size, and age of the building to determine an insurance premium. (This involves rating based on multiple factors) Use location and past usage to determine the monthly cost for an energy product. (This involves pricing based on variable inputs) Use risk factors for an insured item to determine different insurance product options. (This involves scoring and eligibility based on criteria) The use cases that should not be implemented using Calculation Procedures & Matrices are: Use rules to determine eligible insurance products based on a house's address and age of the building. (This can be done using Business Rules Engine or OmniScript logic) Use the product color and capacity to determine the price of a product. (This can be done using simple formulas or lookup tables)

Question: 2

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption?

Choose 3 answers

A. Prefill data for users when possible
B. Replicate existing processes as-is
C. Provide keystroke commands for data entry
D. Divide complex processes into sections
E. Provide user help text

Answer: A,D,E

E xpl anati on:

When designing OmniScripts, the best practices that should be followed to increase user adoption are:
Prefill data for users when possible (This reduces user effort and improves data quality)
Divide complex processes into sections (This makes the script more manageable and user-friendly)
Provide user help text (This guides the user through the script and clarifies any doubts)
The best practices that should not be followed to increase user adoption are:
Replicate existing processes as-is (This may not leverage the full potential of OmniStudio and may not address the pain points of the users)
Provide keystroke commands for data entry (This may not be intuitive or accessible for all users and may require additional training)

Question: 3

A company has a legacy application to display customer information. The application currently uses custom CS / HTML to display information in the company's color scheme and fonts. The application also provides users will access to more than 25 processes. Recently, a new project was started to build a 360° view using FlexCards to replace the legacy application.
In this scenario, which three FlexCard features should the consultant recommend?
Choose 3 answers

A. Actions
B. Custom Styles
C. Menu elements
D. Data tables
E. Newport Design System

Answer: A,B,D

E xpl anati on:

FlexCards are used to display contextual customer information in a compact and customizable way. They can also provide access to related processes or actions. In this scenario, the features that the consultant should recommend are:

Actions: These are buttons or links that can launch OmniScripts, DataRaptors, or other processes from the FlexCard. They can help the users to perform tasks related to the customer information displayed on the FlexCard. Custom Styles: These are CSS classes that can be applied to the FlexCard elements to match the company's color scheme and fonts. They can help the users to have a consistent and branded user interface. Data Tables: These are elements that can display tabular data from one or more data sources on the FlexCard. They can help the users to see relevant data in a structured and sortable way. The features that the consultant should not recommend are: Menu Elements: These are elements that can display a list of options or submenus on the FlexCard. They are not suitable for this scenario because they do not provide access to processes or actions, but only to other FlexCards or pages. Newport Design System: This is a design system that provides a set of predefined styles and components for OmniStudio applications. It is not suitable for this scenario because it does not match the company's color scheme and fonts, and it may require additional customization.

Question: 4

What is the purpose of Step elements in OmniScript?

A. Allows the user to input data
B. Groups elements that extract data
C. Enables the use of repeatable blocks
D. Organizes the script into one or more pages

Answer: D

E xpl anati on:

Step elements are used to organize the OmniScript into one or more pages. They define the layout, navigation, and visibility of the OmniScript elements. They can also have pre- and post-actions that can execute DataRaptors, Integration Procedures, or other processes before or after the user completes the step. The other options are not correct because: Allows the user to input data: This is not the purpose of Step elements, but of Input elements, such as Text, Number, Date, Picklist, etc. Groups elements that extract data: This is not the purpose of Step elements, but of Data Source elements, such as DataRaptor Extract, Integration Procedure Extract, etc. Enables the use of repeatable blocks: This is not the purpose of Step elements, but of Repeatable Block elements, which allow the user to add or remove multiple instances of a group of elements.

Question: 5

Which two functions can be performed by DataRaptors?
Choose 2 answers

A. Transform data
B. Combine requests into a single response
C. Read and write data to external systems
D. Read and write data to Salesforce

Answer: A,D

E xpl anati on:

DataRaptors are OmniStudio data tools that can perform various functions on data, such as reading, writing, transforming, and validating. They can work with Salesforce data and external data sources. The two functions that can be performed by DataRaptors are: Transform data: DataRaptors can use transformation rules to manipulate data, such as changing the format, applying calculations, mapping values, etc. Read and write data to Salesforce: DataRaptors can use SOQL or SOSL queries to read data from Salesforce objects and fields, and use DML operations to insert, update, delete, or upsert data to Salesforce. The functions that cannot be performed by DataRaptors are: Combine requests into a single response: DataRaptors cannot aggregate multiple requests from different sources into one response. This can be done using Integration Procedures, which can orchestrate multiple DataRaptors or REST calls into a single process. Read and write data to external systems: DataRaptors cannot directly access external systems or

APIs. They need to use Integration Procedures or REST elements to invoke external services and pass the data to or from DataRaptors.