Question 1

When a customer calls to add a new primary contact to their account, call center agents need to complete a I contact form. The agent enters the new contact information using an OmniScript and then needs to generate PDF with the contact information pre-filled that can be shared with the customer.

Which OmniStudio tool should the consultant recommend to generate the pre-filled PDF'

Options:

A- OmniStudio Action

B- Integration Procedure

C- DataRaptor

D- Calculation Procedure

Answer:

C

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 OmniScrlpts elements should be used to meet the requirements?

Choose 3 answers

Options:

A- DataRaptor Extract Action

B- Email Action

C- DataRaptor Post Action

D- Messaging Element

E- Calculation Action

Answer:

A, B, E

Question 3

A company implements an integration procedure that is invoked from an OmniScript. The integration procedL includes a very long-running process that makes users impatient.

Which feature should the consultant recommend to Improve performance and address users' concerns?

Options:

A- Try Catch

B- Batch jobs

C- Chaining

D- Conditions

Answer:

C

Question 4

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?

Options:

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

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?

Options:

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.

Answer:

A

Question 6

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?

Options:

A- Input Block

B- Text Area

C- Headline

D- Step

Answer:

C