Free Questions for OmniStudio-Consultant by certsinside

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Question 1

A company has account Information that they want to display to agents in a summarized view. For each account they want to display icons that allow the user to launch guided processes for frequent tasks. The processes a reused in other parts of the business.

Which three OmniStudio tools are needed to meet these requirements?

Choose 3 answers

Options:

A- FlexCards

B- Flyouts

C- OmniStudio Actions

D- Navigate Actions

E- Omni Script

Answer:

A, C, E

Question 2

Question Type: **MultipleChoice**

Which OmniStudio tool is optimized for performance and minimizes configuration time?

Options:

A- Integration Procedure

B- DataRaptor Extract

C- DataRaptor Turbo Extract

D- Calculation Procedure

Answer:

C

Question 3

Question Type: **MultipleChoice**

A business has an existing Contact FlexCard that currently displays 5 actions. The business needs to add 3 m actions to the existing FlexCard. All 8 actions are equally important and used with the same frequency. The business wants to display the name and icon for each action. However, when reviewing the existing design, V consultant notices that the FlexCard is overloaded with actions.

What FlexCard design solution should the consultant recommend?

Options:

A- Add a menue element and Include all the actions

B- Create a new contact FlexCard for the new actions

C- Add a flyout to the existing FlexCard

D- Use a block element to add these new actions

Answer:

A

Question 4

Question Type: MultipleChoice

A company is designing a new console for contact center agents. The cards in the console need to display the following:

* "Open" cases with case description, case open date, case type, assigned to and priority fields. Open should be highlighted with a red border.

* "Awaiting Closure" cases with case description, last action taken date, resolution, approval reason for closure, and assigned to fields. These cases should be highlighted with a grey border.

* "Closed" cases with case description, resolution, case closed date fields with a link to duplicate cases.

All cases will be fetched using a single DataRaptor.

How should the consultant design the FlexCard solution to meet these requirements?

Options:

A- Using card session variables and a single FlexCard with multiple flyouts

B- Using card session variables and multiple FlexCards

C- Using card filter and a single FlexCard with multiple flyouts

D- Using card filter and multiple FlexCards

Answer:

B

Question 5

When a customer wants to buy a new device, a discounted rate can be applied after considering the number lines and internet coverage on their current plan.

Which OmniStudio tool could a consultant recommend to get the discounted rate?

Options:

A- DataRaptor Turbo

B- OmniStudio Action

C- Calculation Matrices

D- DataRaptor Transform

Answer:

C

Question 6

A company plans to use OmniScript to digitally transform Its business. During the discovery phase of the project the team reviews all of the business processes including the Individual steps of each process. As a result of analysis, it is clear that many processes need to update contact data at different points in the process.

What solution should the consultant recommend to efficiently meet these requirements?

Options:

A- Create an Integration Procedure to update contact data with 'Chain On Step' enabled and invoke it from all OmniScripts.

B- Create an OmniScript that uses the reusable property to update contact data and embed it In other OmniScripts.

C- Create an OmniScript to update contact data and invoke it when other OmniScripts complete.

D- Create a FlexCard for contacts, and add an Update Contact Details OmniScript as an action.

Answer:

B