

Salesforce Plat-Con-201

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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 building.
- 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

Explanation:

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

Explanation:

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

Explanation:

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

Explanation:

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

Explanation:

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.

Question: 6

A company has an existing OmniScript that agents use to create new billing accounts. It currently has three steps to capture the required information:

- Step 1: account name and legal number
- Step 2: billing cycle and monthly due date
- Step 3: email and telephone number

After each step, a DataRaptor is used to update the account information in Salesforce.

Following best practices, which two improvements can the consultant recommend for this OmniScript?

Choose 2 answers

- A. Create a reusable OmniScript for this process
- B. Use a single DataRaptor to save the information
- C. Combine the three steps into one step
- D. Configure the save for later property

Answer: B, C

Explanation:

When designing OmniScripts, the best practices that should be followed to optimize performance and user experience are:

Use a single DataRaptor to save the information: Instead of using multiple DataRaptors to update the account information after each step, it is better to use a single DataRaptor at the end of the OmniScript to save all the information at once. This reduces the number of database operations and improves performance.

Combine the three steps into one step: Instead of having three separate steps to capture the required information, it is better to combine them into one step with a simple layout. This reduces the number of page transitions and improves user experience.

The suggestions that are not best practices are:

Create a reusable OmniScript for this process: This may not be necessary if the process is specific to creating new billing accounts and not used by other OmniScripts. Creating a reusable OmniScript may add complexity and maintenance overhead.

Configure the save for later property: This may not be useful if the process is short and simple and does not require the user to resume it later. Configuring the save for later property may add unnecessary storage and retrieval logic.

Question: 7

Agents for an insurance company need to know the current and past weather conditions when creating claims for customers. The consultant implements a FlexCard for weather conditions in the console to ensure the agents have access to the information. The FlexCard needs to provide fields extracted from a weather API and an account field from Salesforce.

According to best practice, what data source should be used?

- A. Streaming API
- B. DataRaptor Extract
- C. REST
- D. Integration Procedure

Answer: D

Explanation:

An Integration Procedure is the best data source to use for a FlexCard that needs to provide fields from both an external API and a Salesforce object. An Integration Procedure can combine multiple DataRaptor actions, such as Extract, Transform, and Load, and also invoke REST or SOAP services. This way, the FlexCard can display data from different sources in one place

Question: 8

A company has deployed an OmniScript that is working as designed. During the process, the OmniScript has multiple steps that allow the user to review lists of cases, contacts, quotes, orders, and contracts for an account.

Each step uses DataRaptor Extract Actions to retrieve Salesforce data.

a. However, the OmniScript is reaching performance limitations, and the development team warns that they may begin hitting Governor limits.

Which two suggestions should the consultant propose to address this concern?

Choose 2 answers

- A. Replace the DataRaptor Extracts with DataRaptor Turbo Extracts
- B. Add Limit filter in DataRaptor Extract
- C. Combine the DataRaptors into an Integration Procedure
- D. Add Order By filter in DataRaptor Extract

Answer: A, C

Explanation:

To improve the performance and avoid hitting Governor limits, the consultant should replace the DataRaptor Extracts with DataRaptor Turbo Extracts and combine them into an Integration Procedure. DataRaptor Turbo Extracts are optimized for speed and efficiency, and can retrieve large amounts of data without using SOQL queries. An Integration Procedure can execute multiple DataRaptor actions in one call, reducing the number of requests and processing time.

Question: 9

How many levels deep can reusable OmniScripts be nested?

- A. 2
- B. 5
- C. Unlimited
- D. 1

Answer: D

Explanation:

Reusable OmniScripts are OmniScripts that can be embedded within other OmniScripts to create modular and reusable components. They can be nested up to unlimited levels deep, as long as there are no circular references or conflicts between the parent and child OmniScripts.

The other options are not correct because:

2: This is too low and does not reflect the full potential of reusable OmniScripts.

5: This is also too low and does not reflect the full potential of reusable OmniScripts.

1: This is incorrect and does not make sense, as reusable OmniScripts are meant to be nested within other OmniScripts.

Question: 10

A company needs to create a new quote estimation process for its services team. This process involves multi; steps. The user needs to enter a variable number of rows of data in order to calculate the correct final price f the quote. The data that needs to be entered in each row includes:

- Service category
- Number of hours
- Hourly rate

The number of hours should be multiplied with the hourly rate to calculate the total for each row.

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

Choose 3 answers

- A. Edit Block
- B. Multi-select
- C. Formula
- D. Step
- E. Input Block

Answer: A, C, E

Explanation:

To create a new quote estimation process that involves multiple steps and a variable number of rows of data, the consultant should recommend the following OmniScript elements:

Edit Block: This is an element that allows the user to add, edit, or delete multiple rows of data in a table-like format. It can be used to capture the service category, number of hours, and hourly rate for each row.

Formula: This is an element that allows the user to perform calculations on data using mathematical expressions. It can be used to calculate the total for each row by multiplying the number of hours with the hourly rate.

Input Block: This is an element that allows the user to enter data using various input types, such as text, number, date, picklist, etc. It can be used to display the formula result for each row and the final price for the quote.

The elements that are not suitable for this scenario are:

Multi-select: This is an element that allows the user to select multiple options from a list. It is not relevant for this scenario, as the user needs to enter data in each row, not select from predefined options.

Step: This is an element that organizes the OmniScript into one or more pages. It is not relevant for this scenario, as it does not capture or display any data.

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