



Salesforce

Plat-Con-201 Exam

Salesforce Certified Omnistudio Consultant

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Question 1. (Multi Select)

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.

Correct 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. (Single Select)

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

Correct 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 3. (Multi Select)

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

Correct 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 4. (Single Select)

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

Correct 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 5. (Multi Select)

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

Correct 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



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