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QUESTION 1

Service agents must confirm customer contact information in the first step of a payment OmniScript. Contact information includes name, telephone number, mobile number, and email. None of the contact information on first step is required.

On the last step, after taking payment, the agent can optionally email the receipt to the customer. If the agent says yes, the agent selects a checkbox. If the agent selects the box but the email address field is empty, the process must require the user to return to the first step and enter the customer's email address.

What should the consultant recommend to meet this requirement?

- A. Add a Set Errors element
- B. Add a DataRaptor to retrieve the email address
- C. Add a Validation Rule to the Contact object
- D. Add a Conditional View to the last step

Correct Answer: A

QUESTION 2

A business is creating an agent console with FlexCards to provide a 360° view of their customers. The business wants the following information displayed: Account information including account name, phone, and website Active opportunities related to the account Active contracts related to the account The ability to view and renew contracts

An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data.

How should the consultant design the FlexCards to meet these requirements?

- A. Parent FlexCard with multiple Child and Card Actions
- B. Parent FlexCard with multiple Child and different Card States
- C. Parent FlexCard with single Child and multiple Card States
- D. Parent FlexCard with single Child and Card Actions

Correct Answer: A

QUESTION 3

How many levels deep can reusable OmniScripts be nested?

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



D. 1

Correct Answer: D

QUESTION 4

A business has a requirement to display cases in a console for service agents. Cases can have a variety of statuses, including Active, Closed, or Escalated. When a case is Closed, agents need to be able to reopen the case. When the case is Active or Escalated, agents should not have the option to reopen the case.

Which FlexCard functionality can be used to meet this requirement?

A. Conditional View

B. Flyouts

C. State

D. Styling

Correct Answer: A

QUESTION 5

Which of the following are Integration Procedure Actions?

A. Email

B. OmniScript

C. PDF

D. TypeAhead

Correct Answer: A

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