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QUESTION 1

A company begins a project to unify its customer data across the enterprise. After completing the discovery t analysis phases of the project, the project team recommends FlexCards as the primary solution. The stakeho of the project are excited to move forward with this recommendation. However, IT is concerned that creating FlexCards will require custom coding and advanced technical skills they do not have on their team.

Which two features should the consultant highlight to address IT\\'s concerns? Choose 2 answers

- A. The FlexCard Wizard
- B. Lightning web components used in FlexCards
- C. Newport Design System used in FlexCards
- D. The FlexCard Designer

Correct Answer: CD

QUESTION 2

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?

- A. OmniStudio Action
- B. Integration Procedure
- C. DataRaptor
- D. Calculation Procedure

Correct Answer: C

QUESTION 3

A business wants to transform an existing process into a digital interaction using OmniScript. The process includes several steps. Some steps apply to all users, and other steps only apply to users depending on their responses to certain questions. The business does not want all users to have to go through all the steps.

Which OmniScript feature should the consultant recommend to meet this requirement?

- A. User Roles
- B. Conditional Views
- C. Script Configuration

D. Script Profiles

Correct Answer: B

QUESTION 4

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

- A. Integration Procedure
- B. DataRaptor Extract
- C. DataRaptor Turbo Extract
- D. Calculation Procedure

Correct Answer: C

QUESTION 5

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?

- 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

Correct Answer: B

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