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QUESTION 1

Review the image below:

The Escalate SmartShape represents .

- A. A comment
- B. An activity
- C. A flow/subflow
- D. A ticket

Correct Answer: C

QUESTION 2

Review the following rule.

A work object with an urgency value of 10 reaches an assignment with this service level rule attached. After three hours have passed, the urgency value of the work object will be .

- A. 10
- B. 20
- C. 23
- D. 25

E. 28

Correct Answer: C

QUESTION 3

Embedded pages cannot be nested in other embedded pages.

A. True

B. False

Correct Answer: B

QUESTION 4

Which of the following are not functional requirements? (Choose two.)

A. The user interface must load in two seconds

B. Only level 6 employees may view manager comments

C. The total cost is equal to quantity multiplied by the amount of items

D. The user comment must have the date stamp when the comment was made

Correct Answer: AB

QUESTION 5

Worklists are not customizable.

A. True

B. False

Correct Answer: B

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