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QUESTION 1

When defining a new case type, the best course of action is to:

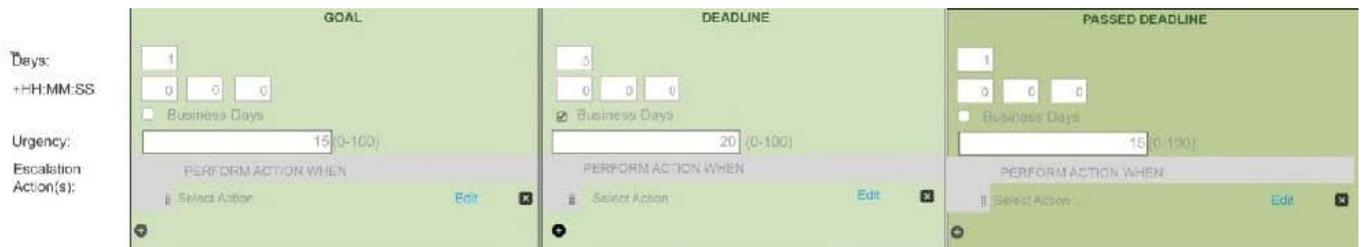
- A. Identify steps and their processes, then add stages to reference the steps
- B. Identify processes, then steps, and then stages
- C. Identify stages, then add steps, and then define processes
- D. Identify processes, then add stages, and then add steps

Correct Answer: D

Section: (none)

QUESTION 2

Roger receives an assignment during business hours on Tuesday, the 14th. The assignment is governed by the following service level.



Assuming a Monday-Friday, 5-day work-week with no holidays or time off, determine the day on which the urgency adjustment caused by the service level will reach 70.

- A. Thursday, the 23rd
- B. Friday, the 17th
- C. Monday, the 20th
- D. Wednesday, the 22nd

Correct Answer: B Section: (none)

QUESTION 3

A requirement defines what an application must do or satisfy to meet one or more _____ ?

- A. Use Cases
- B. Objectives

C. Specifications

D. User Stories

Correct Answer: C Section: (none)

QUESTION 4

Rulesets are primarily used _____. (Choose two.)

A. to support the creation of multiple versions of rules in an application

B. to facilitate the migration of rules from one system to another

C. to specify the reusability of a rule

D. to define and configure an application

Correct Answer: BD Section: (none)

QUESTION 5

The Report Editor allows us to configure which type of rule?

A. Categorized Report

B. Report Definition

C. Summary Definition

D. List Report

Correct Answer: B Section: (none)

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