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QUESTION 1

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: A

QUESTION 2

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

A. Approve Employee Request

B. Request Employee

C. Review Request

D. Manager Approves Request

Correct Answer: C

QUESTION 3

You are developing a car maintenance application for a car service center. Specific services are performed by different teams. Example services are oil changes, tire rotations, and windshield wiper inspections.

Which two configuration options perform the correct assignment routing? (Choose two.)

A. Configure all assignments to route to the service manager who then assigns the tasks to the specific team.

B. Configure routing to use business logic to assign tasks to the appropriate team using the type of service.

C. Configure single level approval routing to a supervisor who assigns the task to the specific team.

D. Configure routing to a skilled work group using the appropriate skill parameters for the selected service.

Correct Answer: AD

QUESTION 4

A home loan application requires approvals from the Legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

A. Create an approval step with cascading approval.

B. Apply business logic to route a single assignment in the correct order.

C. Route an assignment to a work queue where both roles have access.

D. Create an approval process for each manager in parallel.

Correct Answer: A

QUESTION 5

Which two dependencies do you enforce with a Wait step? (Choose two.)

A. Pausing a case until a predetermined time expires

B. Preventing a case from resuming until an automated decision executes

C. Preventing a case from entering a stage until a condition is met

D. Pausing a case until another case (or all cases) reach a specified status

Correct Answer: BC

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