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QUESTION 1

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose Two.)

- A. Speed
- B. Accuracy
- C. Testing
- D. Coding

Correct Answer: AB

QUESTION 2

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route the request to a manager who assigns the agent.
- B. Route requests to a skilled work group.
- C. Route to a skilled member of a work group.
- D. Route to a work group based on the location.

Correct Answer: B

QUESTION 3

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.
- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the

accommodation.

Correct Answer: B

QUESTION 4

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

- A. Add the manager approval to an alternate stage in the case life cycle.
- B. Configure a parallel process for each of the required approvals.
- C. Add an optional process to each approval in the appropriate stage.
- D. Configure a single cascading approval based on an authority matrix.

Correct Answer: B

QUESTION 5

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited.

How can the business stakeholder communicate this problem to the development team using Agile Workbench?

- A. Create a story
- B. Create a note
- C. Create a bug
- D. Create a comment

Correct Answer: C

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