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QUESTION 1

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process. What task do you perform to implement this requirement?

- A. In the Employment Information process add a custom condition to test the card type.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a card type true/false field to a user view.
- D. In the Employment Information process validate card type for continued processing.

Correct Answer: A

QUESTION 2

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

<u>Application Design Requirement</u>	<u>Answer Area</u>	
	<u>Application Design Requirement</u>	<u>Design Approach</u>
Present the user only with fields relevant to the current task.		Assignment Instruction
Guide the user to perform the expected task.		Intent-driven UI
Record the justification for an action taken on a case.		Assignment notification
Inform the user of a pending assignment.		Audit note

Correct Answer:

Application Design Requirement

Answer Area

Application Design Requirement	Design Approach
Guide the user to perform the expected task.	Assignment Instruction
Present the user only with fields relevant to the current task.	Intent-driven UI
Inform the user of a pending assignment.	Assignment notification
Record the justification for an action taken on a case.	Audit note

QUESTION 3

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item Return process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 4

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open account, the Date account opened must be before the current date. Select the approach that meets the validation requirements.

- A. Use a validate rule to verify the Date account opened is in the past.
- B. Use a calendar control to verify the Date account opened is in the past.
- C. Use a pick list control to verify the Date account opened is in the past.
- D. Use a when rule to verify the Date account opened is in the past.

Correct Answer: A

QUESTION 5

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the employees of the manager and their hire dates.

How do you support this request?

- A. Summarize the manager column.
- B. Sort the manager column.
- C. Group the manager column.
- D. Filter the manager column.

Correct Answer: C

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