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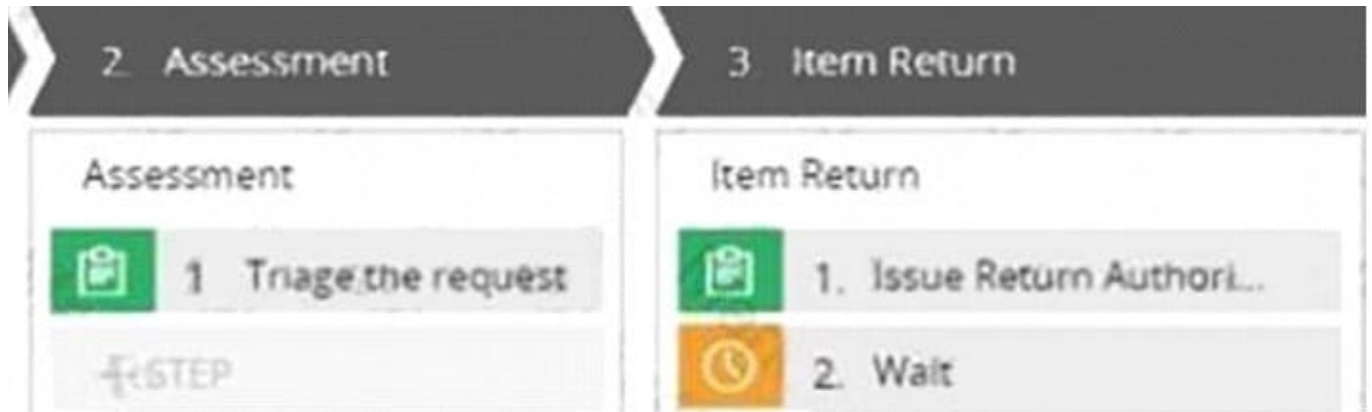
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QUESTION 1

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. Replace the Wait step in the Item Return stage with a Change Stage step.
- 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. Add an Item Retention alternate stage and define a process for retention of item.

Correct Answer: C

QUESTION 2

Which two statements demonstrate the role of a report? (Choose Two)

- A. Reports are used to assess process performance.
- B. Reports are used to update data in a database.
- C. Reports are used to select items from a list while working in an assignment.
- D. Reports are used to source a list of selectable items while working in an assignment.

Correct Answer: AC

QUESTION 3

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

- A. Group the case ID column.

- B. Group the manager name column.
- C. Summarize the manager name column.
- D. Summarize the case ID column.

Correct Answer: D

QUESTION 4

Users can access an apartment hunting application from different devices with different screen sizes. A screen displays the photos of available properties. By default, the photos are displayed in three columns. When the screen width is less than 800 pixels, the photos should be displayed in two columns.

How do you implement the screen for this requirement?

- A. Use a dynamic layout with a responsive breakpoint at 800 pixels to change from inline-grid triple to inline-grid double format.
- B. Use a column layout with a responsive breakpoint at 800 pixels to hide the left column.
- C. Circumstance the layout to display different number of columns at different screen sizes.
- D. Circumstance the section rule to display different number of columns at different screen sizes.

Correct Answer: A

QUESTION 5

Which requirement is satisfied by configuring a service level agreement?

- A. Requests from customers with elite status go to a dedicated work group.
- B. A transaction review is completed within 24 hours.
- C. Users are notified when they receive an assignment.
- D. Transaction dispute cases are considered more urgent than address change cases.

Correct Answer: B

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