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QUESTION 1

Consider the following scenario:

During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

Next, an email invitation is sent to the candidate.

During the interview, the hiring manager captures notes from the discussion.

Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose two.)

A. Schedule Interview

B. Notify Candidate

C. Ask Questions

D. Technical Exercise

Correct Answer: BC

QUESTION 2

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of 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 required the accommodation.

Correct Answer: A

QUESTION 3

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After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

QUESTION 4

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

A. Use the purchase requests column to group the cost centers.

B. Filter the results so that only cost center and purchase requests are included in the report.

C. Summarize the regional cost centers by count.

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D. Summarize the purchase request column by count.

Correct Answer: D

QUESTION 5

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.

B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.

C. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis.

D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: B

QUESTION 6

DRAG DROP

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

Select and Place:

Correct Answer:

Application Design Requirement

Answer Area

Application Design Requirement	Design Approach
Guide the user to perform the expected task.	Assignement 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 7

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

A. Add a Send Email step as an optional action.

B. Add a Send Email step and include all required parties.

C. Route the email to all the recipients in a Collect Information step.

D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 8

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 9

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.
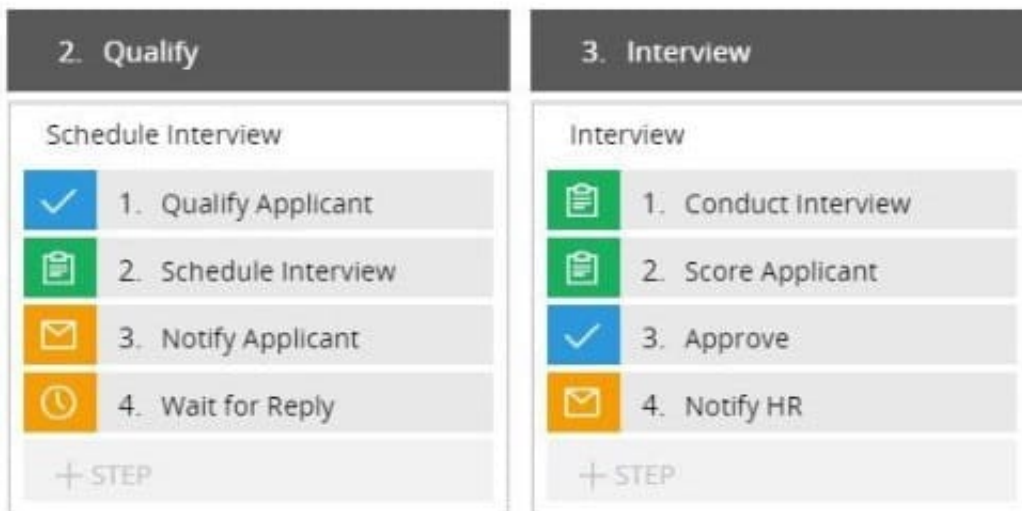
To determine what type of routing to apply to each assignment, what question do you ask yourself?

A. Is any special correspondence needed?

B. Can the work be delegated to other users?

C. How long does the work take to complete?

D. Who should do the work?

Correct Answer: C

QUESTION 10

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.

To meet this requirement, you apply a goal and deadline to the _____.

A. Case type

B. Schedule Interview process

C. Interview stage

D. Schedule Interview step

Correct Answer: D