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QUESTION 1

A user requirement is a measurement of system usability.

- A. True
- B. False

Correct Answer: B

QUESTION 2

Before running the Application Profile wizard, one should first gather information about which four of the following key design elements? (Choose four.)

- A. Actors
- B. Work Types
- C. Interfaces
- D. Classes and Inheritance
- E. Correspondence

Correct Answer: ABCE

QUESTION 3

Review the image below:

The Escalate SmartShape represents .

- A. A comment
- B. An activity
- C. A flow/subflow
- D. A ticket

Correct Answer: C

QUESTION 4

Which of the following standard Section rules is contained in the New and Perform harnesses and displays general work object fields?



- A. Core
- B. CoreSummary
- C. GeneralSummary
- D. GeneralHeader

Correct Answer: B

QUESTION 5

How is Case Management defined in PRPC?

- A. A work object reporting tool accessible through the manager portal
- B. A category of reports which perform Business Activity Monitoring within PRPC
- C. The different ways work can be organized within PRPC to support different types of work object processing
- D. A menu item under the Tools menu which reports on selected criteria for work objects

Correct Answer: C

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