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QUESTION 1

In a help desk application, you have the following requirement: The Customer Support Representative must respond to a help desk ticket within 4 hours after a customer submits a ticket. Where do you configure the service level to meet this requirement?

A. The stage

B. The step

C. The case type

D. The process

Correct Answer: D

QUESTION 2

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

| A vice president must approve all expense reports over 2500 USD. |
| An agent who speaks Russian must work on the case. |
| Accounts Receivable must audit incoming billing requests. |
| A series of data collection screens must be completed by the same user. |

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Answer Area

Use Case	Router
An agent who speaks Russian must work on the case.	Route to a specific user.
A series of data collection screens must be completed by the same user.	Route to a work queue.
Accounts Receivable must audit incoming billing requests.	Route to a skilled work group.
A vice president must approve all expense reports over 2500 USD.	Route to the current user.

QUESTION 3

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: D

QUESTION 4

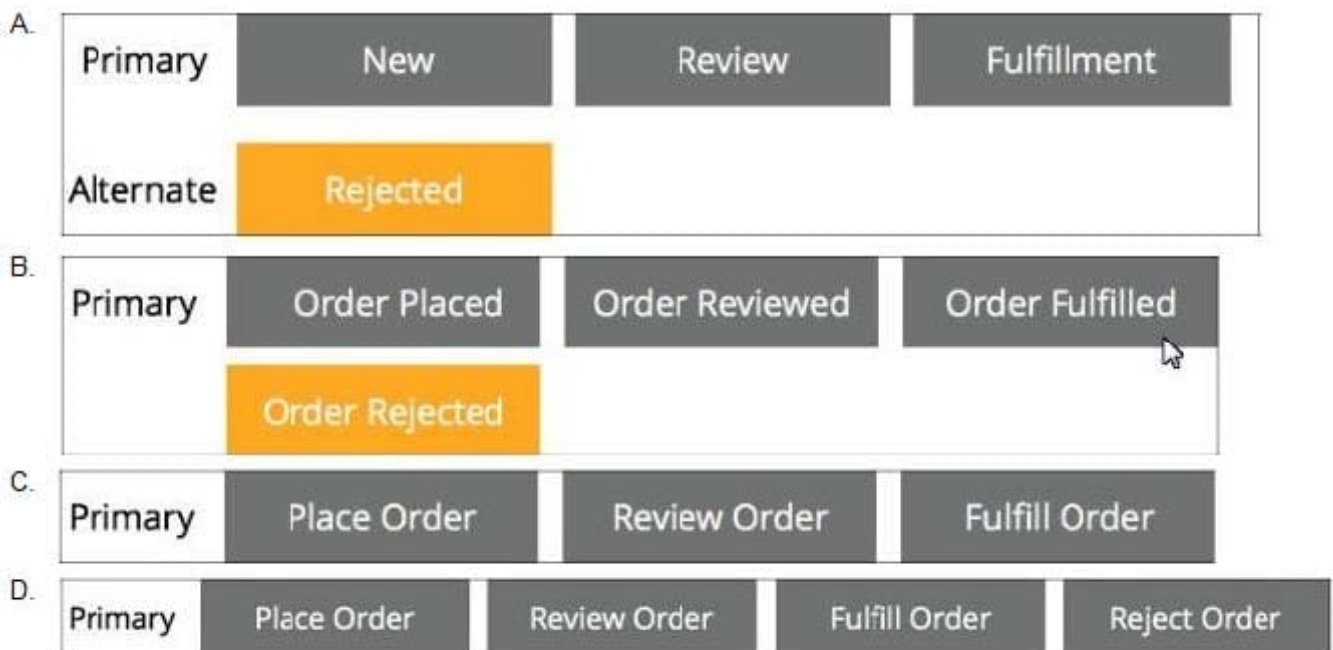Consider this requirement for a business transaction:

An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

If approved, the request is forwarded to the Fulfillment department.

If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

The Fulfillment department will process the request if the requested items are in stock.

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: A

QUESTION 5

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

A. Coding

B. Testing

C. Accuracy

D. Speed

Correct Answer: BC