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QUESTION 1

You are developing a car maintenance application for a car service center. Specific services are performed by different teams. Example services are oil changes, tire rotations, and windshield wiper inspections.

Which two configuration options perform the correct assignment routing? (Choose two.)

- A. Configure all assignments to route to the service manager who then assigns the tasks to the specific team.
- B. Configure routing to use business logic to assign tasks to the appropriate team using the type of service.
- C. Configure single level approval routing to a supervisor who assigns the task to the specific team.
- D. Configure routing to a skilled work group using the appropriate skill parameters for the selected service.

Correct Answer: AD

QUESTION 2

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 3

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: A

QUESTION 4

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 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.

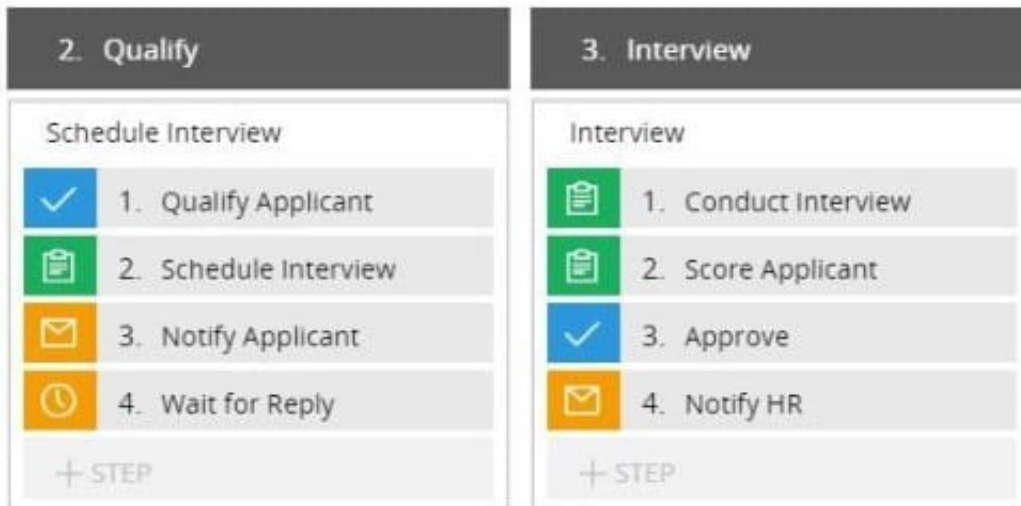
D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C



QUESTION 5

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

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