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QUESTION 1

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open accounts, the Date account opened must be before the current date. Select the approach that meets the validation requirements.

- A. Use a validate rule to verify the Date account opened is in the past.
- B. Use a calendar control to verify the Date account opened is in the past.
- C. Use a pick list to verify the Date account opened is in the past.
- D. Use a when rule to verify the Date account opened is in the past.

Correct Answer: D

QUESTION 2

In a purchase order case the vendor assigned might not respond to a customer's query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose two.)

- A. Set the goal to be the required response time based on policy and sent notifications to both parties.
- B. Set the deadline to be the desired response time based on policy and sent notifications to both parties.
- C. Set the deadline to be the required response time based on policy and sent notifications to both parties.
- D. Set the goal to be the desired response time based on policy and sent notifications to both parties.

Correct Answer: CD

QUESTION 3

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

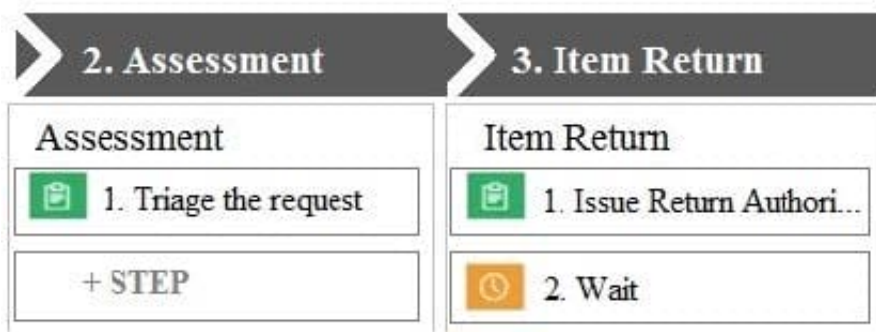
- A. Coding
- B. Testing
- C. Accuracy
- D. Speed

Correct Answer: BC

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

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

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