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QUESTION 1

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.

What is the best way to design routing so the correct interviewer is assigned the task?

A. Route the job application to a specific user using the Use business logic option.

B. Route the job application to an operator within a skilled group using the Specific user option.

C. Route the job application to a specific queue using the Use business logic option.

D. Route the job application to an appropriately skilled operator using the Specific user option.

Correct Answer: D

QUESTION 2

A help desk ticket case type is defined as follows:

If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

A. When Verify solution step starts

B. When the Process ticket step starts

C. When the Process ticket step completes

D. When the Triage stage completes

Correct Answer: B

QUESTION 3

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

A. Route the request to a manager who assigns the agent.

B. Route requests to a skilled work group.

C. Route to a skilled member of a work group.

D. Route to a work group based on the location.

Correct Answer: B

QUESTION 4

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: B

QUESTION 5

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: AB

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