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QUESTION 1

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency adjustment to the goal interval.
- B. Apply an urgency adjustment to the deadline interval.
- C. Adjust the default assignment urgency.
- D. Add an escalation action to the goal interval.

Correct Answer: A

QUESTION 2

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline and passed intervals?

- A. The user is notified that the maximum urgency value has been reached.
- B. Urgency value remains at 100, but other service level processing continues.
- C. Urgency value continues to increment as configured.
- D. Service level processing is halted until the assignment is completed.

Correct Answer: B

QUESTION 3

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

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Route to the current user.

QUESTION 4

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

- A. Add a Send Email step as an optional action.
- B. Add a Send Email step and include all required parties.
- C. Route the email to all the recipients in a Collect Information step.
- D. Route an Approval step to the required parties.



Correct Answer: B

QUESTION 5

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Send a notification to the assigned user.
- B. Add an instruction to the assignment.
- C. Add an optional action to the case to explain the task.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: B

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