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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

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

- A. Is any special correspondence needed?
- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: D

QUESTION 3

How do you route an assignment so that any available member or the Finance department can perform the task?

- A. Route the assignment to a work M
- B. Route the assignment to a work queue.
- C. Route the assignment to the admin user ID.
- D. Route the assignment separately to all members.

Correct Answer: B

**QUESTION 4**

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval from the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

- A. Create three assignments and route to the appropriate approver.
- B. Create an approval step with cascading approval.
- C. Route to a workbasket where all three roles have access.
- D. Create business logic to route to the different approvers.

Correct Answer: A

QUESTION 5

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited.

How can the business stakeholder communicate this problem to the development team using Agile Workbench?

- A. Create a story
- B. Create a note
- C. Create a bug
- D. Create a comment

Correct Answer: C

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