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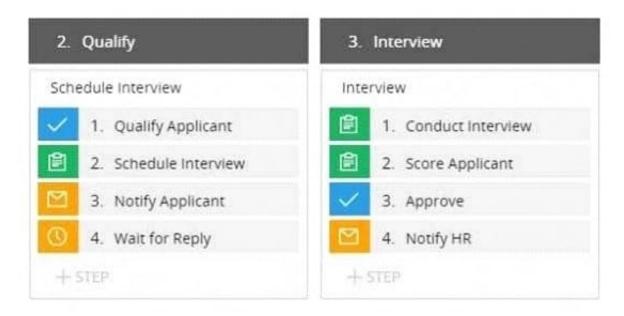
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QUESTION 1

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

QUESTION 2

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

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<u>Use Case</u>	Answer Area	
A vice president must approve all expense reports over 2500 USD.	<u>Use Case</u>	Router
(a) (b) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c		Route to a specific user.
An agent who speaks Russian must work on the case.	11111111111111111111111111111111111111	Route to a work queue.
Accounts Receivable must audit incoming billing requests.		
Marine South Service State Services		Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	# ************************************	Route to the current user.

Correct Answer:

<u>Use Case</u>	Answer Area	
	<u>Use Case</u>	Router
	A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
	Accounts Receivable must audit incoming billing requests.	Route to a work queue.
	An agent who speaks Russian must work on the case.	Route to a skilled work group
	A series of data collection screens must be completed by the same user.	Route to the current user.

QUESTION 3

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:



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<u>Use Case</u>	Answer Area	
A vice president must approve all expense reports over 2500 USD.	<u>Use Case</u>	Router
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1		Route to a work queue.
Accounts Receivable must audit incoming billing requests.		Route to a skilled work group.
		Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	p(20011010000101000000000000000000000000	Route to the current user.

Correct Answer:

<u>Use Case</u>	Answer Area	
	Use Case Re	<u>outer</u>
	A vice president must approve all expense reports over 2500 USD.	oute to a specific user.
	Accounts Receivable must audit incoming billing requests.	oute to a work queue.
	An agent who speaks Russian must work on the case.	oute to a skilled work group.
	A series of data collection screens mus be completed by the same user.	Route to the current user.
	Water to the control of the control	

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.



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D. Create business logic to route to the different approvers.

Correct Answer: A

QUESTION 5

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

- A. Content of an entail confirming a customer submission
- B. Business policies controlled by regularity compliance
- C. Password validation standards
- D. The service level on expense reports

Correct Answer: AB

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