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QUESTION 1

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent. The customer service agent may request additional information from the customer. The merchant is notified and given 15 days to dispute the fraud

claim. If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to their account. How do you name the step where the agent investigates the claim for fraud?

A. Investigate Claim

B. Claim Investigation

C. Fraud Claim

D. Investigate Fraud

Correct Answer: A

QUESTION 2

A bookseller maintains a database of more than 10,000 book titles. You have been asked to configure a form that allows users to select a book by title. How do you configure the form?

A. Add a drop-down control and source the data using a data page.

B. Add an autocomplete control and source the data from the clipboard work page.

C. Add an autocomplete control and source the data using a data page.

D. Add a drop-down control and source the data from the property value used in the control.

Correct Answer: C

QUESTION 3

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the manager\\'s employees and their hire dates. How do you support this request?

A. Group the manager column

B. Filter the manager column

C. Summarize the manager column

D. Sort the manager column

Correct Answer: D

QUESTION 4

You are implementing a UI form collecting job applicant information. Users must provide values to certain fields before submitting the form.

Which configuration adds asterisks to indicate the mandatory fields on the form?

A. Use a Validate rule to verify the mandatory fields have a value

B. Configure the mandatory fields as Required in the section rule

C. Use multiple Validate rules for each mandatory field

D. Use an Edit Validate rule to verify if each of the mandatory properties has a value

Correct Answer: A

QUESTION 5

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a_____.

A. step that routes to the manager

B. change stage step to allow the employee to route to the manager

C. stage to route requests to the manager D. process that routes to the manager

Correct Answer: A

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