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QUESTION 1

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Fax a new insurance claim to the auto repair shop.
- B. Text the customer with status changes in an insurance claim.
- C. Assign a new insurance claim to a case worker to process.
- D. Phone a customer for additional information about the case.

Correct Answer: AB

QUESTION 2

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

QUESTION 3

As part of the case design, after someone completes a purchase the application should resend a confirmation email. How do you design the case life cycle to send the email?

- A. As part of the stage configuration
- B. As an alternate stage
- C. As part of the case configuration
- D. As a separate process step

Correct Answer: A

QUESTION 4

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

A. Group the case ID column.

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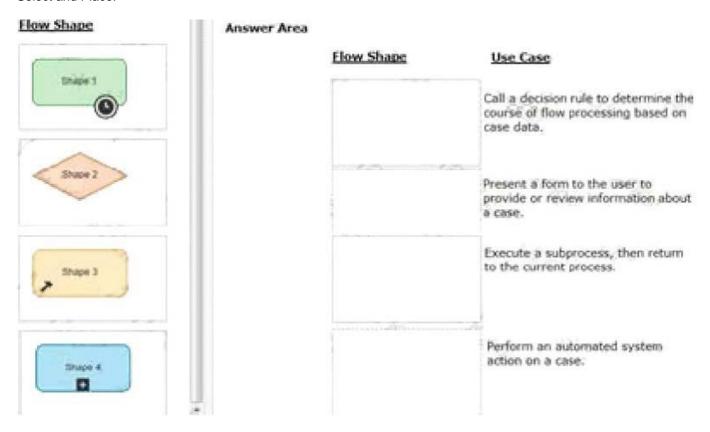
- B. Group the manager name column.
- C. Summarize the manager name column.
- D. Summarize the case ID column.

Correct Answer: D

QUESTION 5

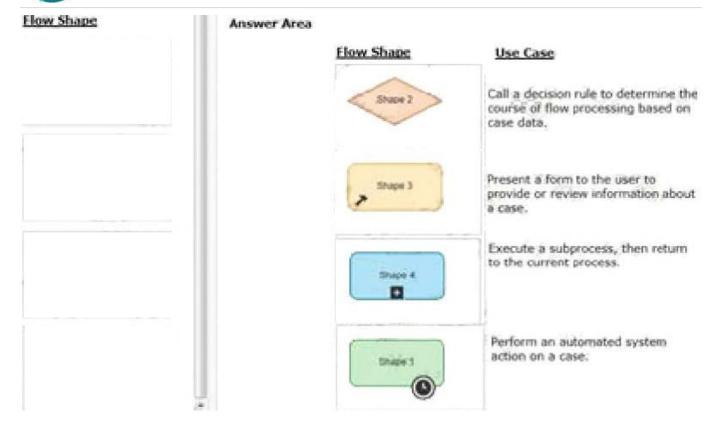
Select each Flow Shape on the left and drag it to the correct Use Case on the right.

Select and Place:



Correct Answer:

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