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QUESTION 1

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

A. Add the analyst to both the Author role and the Case Manager channel interface.

B. Update the Author role to include the required analyst reports.

C. Add the analyst to the Manager role.

D. Create a new Analyst role with the required access.

Correct Answer: A

QUESTION 2

In an insurance claim application, you have the following requirement: All claims must be processed within 1 week. To meet this requirement you configure a service level. Where should the service level be configured?

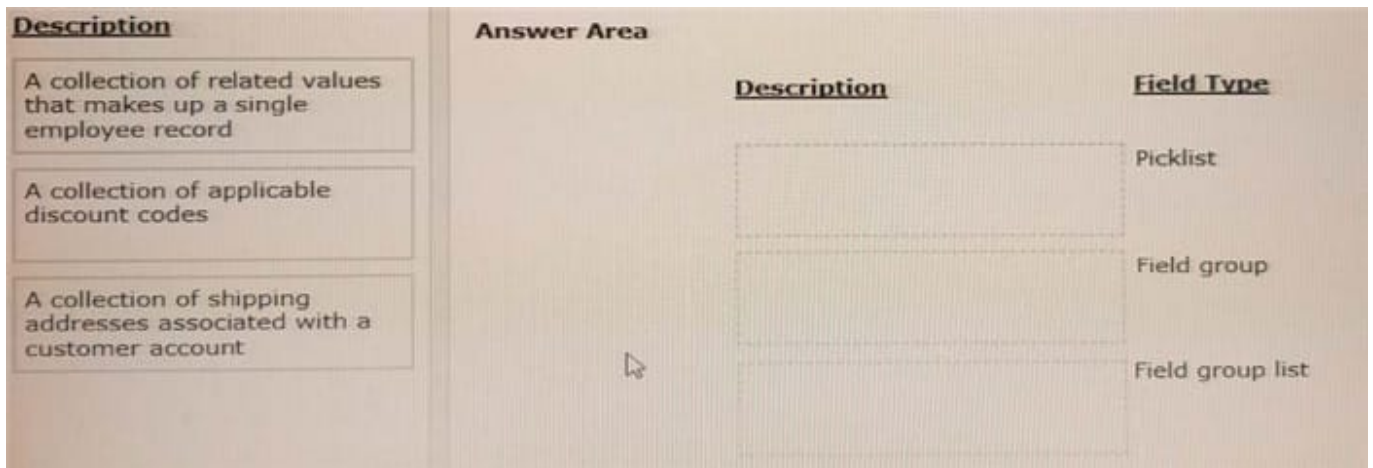A. The case type

B. The stage

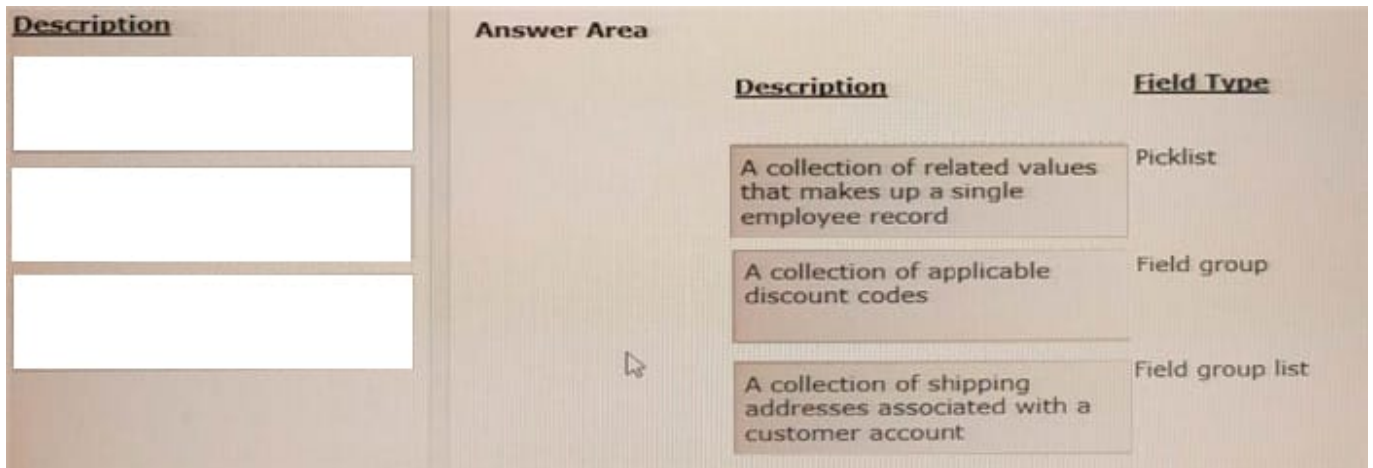C. The process

D. The step

Correct Answer: C

QUESTION 3

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:

Description	Answer Area		
A collection of related values that makes up a single employee record		**Description**	**Field Type**
A collection of applicable discount codes			Picklist
A collection of shipping addresses associated with a customer account			Field group
			Field group list

Correct Answer:

Description	Answer Area		
		Description	**Field Type**
		A collection of related values that makes up a single employee record	Picklist
		A collection of applicable discount codes	Field group
		A collection of shipping addresses associated with a customer account	Field group list

QUESTION 4

Which configuration informs a user by email when an assignment is added to the user\'s worklist?

A. Configure the case type to send assignment notifications to assigned users.

B. Add a Send Notification step to the process after the assignment to notify the assigned user.

C. Configure a service level to send a notification to the assigned user.

D. Add a Send Email step to the process after the assignment to notify the assigned user.

Correct Answer: A

QUESTION 5

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days. To meet this requirement, you must set the_____. in the service level to five days.

A. deadline

B. priority

C. urgency

D. goal

Correct Answer: A