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QUESTION 1

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.

Select the case type relationship that satisfies the requirement.

- A. Make credit check a spin-off case of credit card request.
- B. Make credit card request a child case of credit check.
- C. Make both loan request and credit check top cases.
- D. Make credit check a child case of credit card request.

Correct Answer: D

QUESTION 2

Which two situations require a data type? (Choose Two)

- A. A Currency drop-down is populated with values from an external system of record.
- B. Patient medical history is accessed from and written to an external system of record.
- C. A Work preference picklist is populated with two values: Full time and Part time.
- D. A Date of account creation field is set to a default value of the current date.

Correct Answer: AC

QUESTION 3

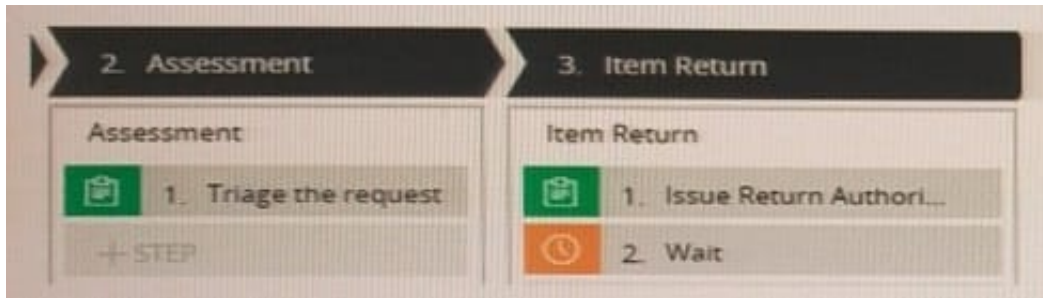
How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Add an optional action to the case to explain the task.
- B. Send a notification to the assigned user.
- C. Add an instruction to the assignment.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: C

QUESTION 4

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item Return process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 5

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process.

What task do you perform to implement this requirement?

- A. In the Employment Information process validate card type for continued processing.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a custom condition to test the card type.
- D. In the Employment Information process add a card type true/false field to a user view.

Correct Answer: D

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