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QUESTION 1

HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Hot Area:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>

Correct Answer:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
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QUESTION 2

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route to a work group based on the location.
- B. Route the request to a manager who assigns the agent.



- C. Route requests to a skilled work group.
- D. Route to a skilled member of a work group.

Correct Answer: C

QUESTION 3

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Configure the Cancel button on the user views to resolve the case.
- B. Add an alternate stage to the case life cycle.
- C. Add a case wide action to the case workflow.
- D. Add a stage-only action to each stage in the case workflow.

Correct Answer: C

QUESTION 4

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list. How do you design the report to support this requirement?

- A. Select Highest to Lowest sort type for Create Date.
- B. Select Lowest to Highest sort type for Create Date.
- C. Make the Create Date the first column in the report.
- D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

QUESTION 5

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum. Which three of the following statements are true? (Choose Three)

- A. New customer obtains troubleshooting assistance by using a call center is a microjourney
- B. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- C. New customer obtains troubleshooting assistance by using a call center is a journey



D. Experienced customer obtains troubleshooting assistance by using the online forum is a journey

E. Customer obtains troubleshooting assistance is a journey

F. Customer obtains troubleshooting assistance is a microjourney

Correct Answer: BCF

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