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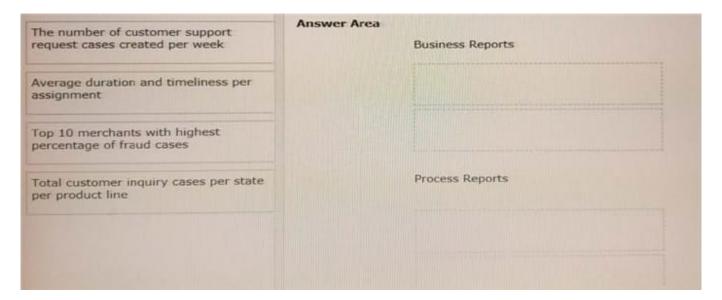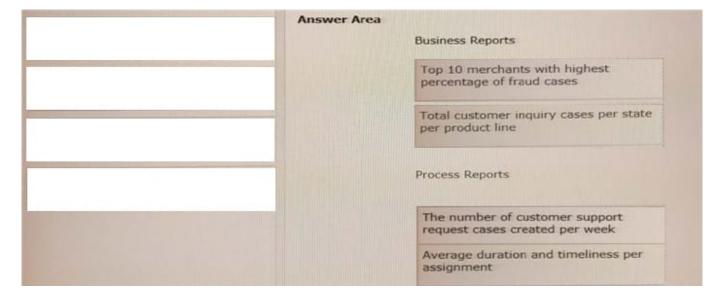**QUESTION 1**

DRAG DROP

From the left, drag each report into the corresponding report type on the right.

Select and Place:

	Answer Area
The number of customer support request cases created per week	**Business Reports**
Average duration and timeliness per assignment	
Top 10 merchants with highest percentage of fraud cases	
Total customer inquiry cases per state per product line	**Process Reports**

Correct Answer:

	Answer Area
	Business Reports
	Top 10 merchants with highest percentage of fraud cases
	Total customer inquiry cases per state per product line
	Process Reports
	The number of customer support request cases created per week
	Average duration and timeliness per assignment

QUESTION 2

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.

B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

QUESTION 3

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

A. Add a stage with a start condition to the case workflow.

B. Add an optional action to the case workflow.

C. Add an alternate stage to the case life cycle.

D. Add an assignment to the case life cycle.

Correct Answer: A

QUESTION 4

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

A. Manager Approves Request

B. Approve Employee Request

C. Request Approval

D. Review Request

Correct Answer: D

QUESTION 5

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

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