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QUESTION 1

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

A. Summarize the regional cost centers by count.

B. Summarize the case ID column by count.

C. Define a function for the cost center column to total the case IDs.

D. Create a filter for each cost center and count the case IDs.

Correct Answer: B

QUESTION 2

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.

B. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.

C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.

D. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

Correct Answer: A

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

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 5

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

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