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QUESTION 1

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 2

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

QUESTION 3

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Configure the case type to create temporary cases.
- B. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.



Correct Answer: BD

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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