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QUESTION 1

A service request manager, who responds to 1000 active service tickets per week, receives a ticket for new account creation. This ticket has been marked as the highest priority and contains all the necessary details for an account creation.

The manager creates an activity and assigns all the context values with appropriate values.

Which two activity methods of the account creation ticket can be used to close the ticket within priority? (Choose two.)

A. StartNowAndWait

B. Start

C. StartAndWait

D. StartNow

Correct Answer: BC

QUESTION 2

Which step allows you to add a Watch to an automation variable?

A. Right-click the execution link (yellow execution line) coming from the variable, and select Add Watch.

B. Right-click the data link (blue propagate line) coming from the variable, and select Add Watch.

C. Right-click the incoming/outgoing execution port (yellow dot) of the variable, and select Add Watch.

D. Right-click the input/output data port (blue dot) of the variable, and select Add Watch.

Correct Answer: B

Reference: http://help.openspan.com/191/Diagnostics/Watches.htm

QUESTION 3

You interrogated a page using Create Global Web Page with the title:

Customer: B Norton| Financial ABC Application

During debugging of an automation using the interrogated web page, you ran the first test using the account B Norton. On the second test, you used S Whitfield. The second debugging failed. After checking the matching of the controls, you

recognize the issue.

How do you correct the matching issue?

A. Modify the Window Text Match Rule.

B. Modify the Document Title Match Rule.

C. Modify the Document URL Match Rule.

D. Reinterrogate the control using Replace Control on the Interrogation Form.

Correct Answer: B

QUESTION 4

DRAG DROP

When interrogating a Windows control, the drag and drop Default interrogation method does not work. You decide to use the Create Control option to interrogate the control. From the Interrogation Steps list, move all of the options to the Ordered Interrogation Steps column and place them in the correct order.

Select and Place:

Interrogation Steps

On the application's designer tab, select the **Windows** tab.

Navigate to the window containing the control.

Click **List Windows**.

Confirm the control using **Highlight**.

Expand the windows to locate the control.

Select **Create Control** from the right-click menu.

Ordered Interrogation Steps

Correct Answer:

Interrogation Steps

Ordered Interrogation Steps

Navigate to the window containing the control.
On the application's designer tab, select the **Windows** tab.
Expand the windows to locate the control.
Confirm the control using **Highlight**.
Click **List Windows**.
Select **Create Control** from the right-click menu.

QUESTION 5

You are responsible for sending the deployment package to the customer. You are required to build your solution to work with the test and production HR systems. The customer only wants to create one solution that can work with both environments.

How do you fulfill this request?

A. Add two adapters to the HR Project: One adapter for production and one adapter for test.

B. Add two configuration files to the HR System project: One configuration file for production and one for test.

C. Add one configuration file to the HR System project; the configuration file contains the production and test details.

D. Add two projects to the solution: One project for production and one project for test.

Correct Answer: B