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QUESTION 1

An insurance claim case type is defined as follows:

If the Review claim step is configured to set the status to Pending-Investigation, when is the status of the case set to Pending-Investigation?

A. When Investigate claim step completes

B. When the Process claim stage starts

C. When the Review claim step completes

D. When the Review claim step starts

Correct Answer: B

QUESTION 2

A life insurance company has satellite offices in various countries. Each satellite office has a work queue. Company policy requires that life insurance underwriting be assigned to offices based on the policy owner\'s residence. Which routing approach supports this requirement?

A. Route the assignment to the correct work queue by using an authority matrix.

B. Route the assignment to the correct work queue by using a reporting structure.

C. Route the assignment to the correct work queue based on business logic.

D. Route the assignment to a specific underwriter based on business logic.

Correct Answer: C

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 stage to resolve the case.

B. Configure the case type to create temporary cases.

C. Add a decision step to the process.

D. Add a Persist case step to the case life cycle.

Correct Answer: CD

QUESTION 4

A car insurance quote requires a view for potential customers to enter information to process the request. What are the three primary decisions to make before you add fields to the view? (Choose Three)

A. Is field entry required?

B. How do users enter values into the field?

C. Do users need to see the field?

D. Does the field require a data source?

E. Are processing actions applied to the field?

Correct Answer: CDE

QUESTION 5

A moving company provides customers with a tool that recommends a moving vehicle based on the number of bedrooms in their current living space and whether they are planning to move heavy furniture like bed frames, mattresses, or couches. Based on the customer inputs, a decision table presents the customer with a recommendation.

Which two configurations, when applied in combination, apply to the decision table?

A. Create rows for the recommended moving vehicle.

B. Create a column for the recommended moving vehicle.

C. Create two columns, one for the number of bedrooms and one for whether the customer is moving heavy furniture.

D. Create two rows, one for the number of bedrooms and one for whether the customer is moving heavy furniture.

Correct Answer: AD

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