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QUESTION 1

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

A. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.

B. An accountant wants to list the largest order for the last month, for each customer account.

C. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.

D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AC

QUESTION 2

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 3

A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on ail field placeholder value components to help visually impaired users. Which configuration applies the font styling requirement on the field placeholder values in the application?

A. Update the existing Default theme text entry

B. Run a case type that uses the component and change the font on the view

C. Add a new theme text entry to the application theme

D. Upload a new application theme

Correct Answer: D

QUESTION 4

Customers on a hotel booking application can add additional amenities to their reservation. The application displays a view with the available amenities, descriptions and costs. To reduce scrolling, the content is organized into multiple areas. Each area is accessed using a drop down menu that lists each amenity.

How do you configure the user interface to improve access to the content and achieve the business requirement described?

A. Configure a disable when condition on each field to allow access when the associated amenity is selected on the drop down control.

B. Configure a repeating dynamic layout with an embedded section for each amenity and set the layout

C. format to grouped.

D. Configure a layout group to separate each amenity into individual panels and set the layout to a menu format.

E. Configure a visible when condition on the drop down control to display each section when the associated amenity is selected.

Correct Answer: A

QUESTION 5

Which configuration informs a user by email when an assignment is added to the user\\'s worklist?

A. Configure the case type to send assignment notifications to assigned users.

B. Add a Send Email step to the process after the assignment to notify the assigned user.

C. Configure a service level to send a notification to the assigned user.

D. Add a Send Notification step to the process after the assignment to notify the assigned user.

Correct Answer: A

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