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QUESTION 1

Drag and Drop

Select each Use Case on the left and drag it to the appropriate Router on the right.

Select and Place:

Use Case	Answer Area	Routing configuration
The team manager must approve all expense reports.		Route to a specific user.
An agent who speaks French must work on the case if the customer indicates that their preferred language is French.		Route to a work queue.
Accounts Receivable must audit incoming billing requests.		Route based on business logic.
The same customer must complete the next data collection form.		Route to the current user.

Correct Answer:

Use Case	Answer Area	Routing configuration
	An agent who speaks French must work on the case if the customer indicates that their preferred language is French.	Route to a specific user.
	The same customer must complete the next data collection form.	Route to a work queue.
	Accounts Receivable must audit incoming billing requests.	Route based on business logic.
	The team manager must approve all expense reports.	Route to the current user.

QUESTION 2

A home loan application requires approvals from the Legal team manager and the Finance team manager. The Legal



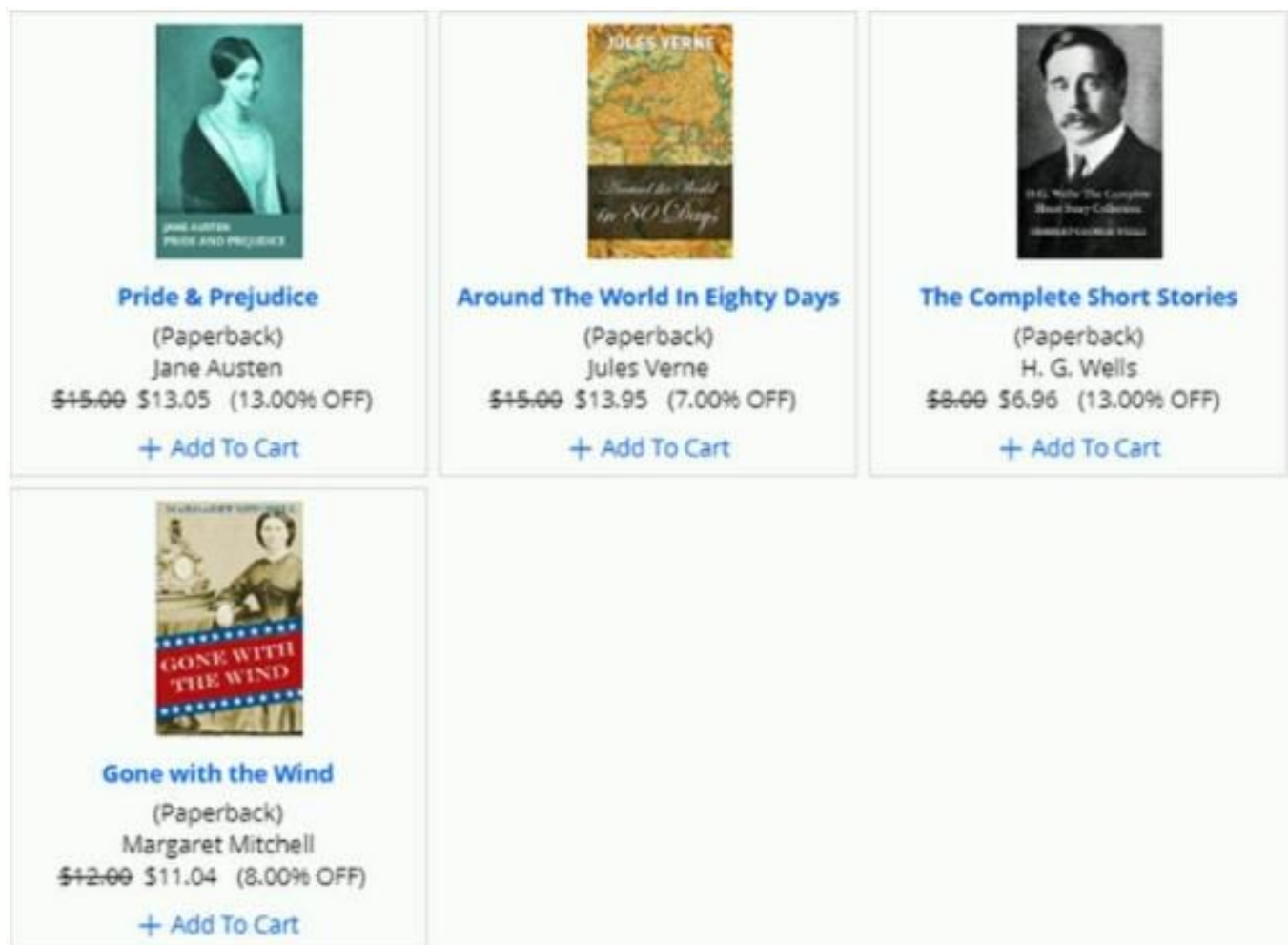
team manager must approve before the Finance team manager. How do you configure this requirement?

- A. Create an approval process for each manager in parallel.
- B. Apply business logic to route a single assignment in the correct order.
- C. Create an approval step with cascading approval.
- D. Route an assignment to a work queue where both roles have access.

Correct Answer: C

QUESTION 3

You are designing a form for an online bookstore to show new arrivals. Which layout do you use to display the book cover pictures, as shown in the image?



- A. Dynamic layout
- B. Repeating dynamic layout
- C. Column layout



D. Screen layout

Correct Answer: A

QUESTION 4

Based on security factors, which two options are considered strong passwords? (Choose Two)

A. 1Llk3ChocolateandStrawberryIcecre@m

B. Pe6@5yst3m\$

C. d8073andgxn*,.ki;vnhdf(\$h8un

D. bluedoor

Correct Answer: BC

QUESTION 5

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list and descends in order.

How do you design the report definition to support this requirement?

A. Add a filter condition where Create Date is greater than the current date.

B. Make the Create Date the first column in the report.

C. Select Highest to Lowest sort type for Create Date.

D. Select Lowest to Highest sort type for Create Date.

Correct Answer: C

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