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QUESTION 1

Which business need do you address through delegation?

- A. A service representative must attach the appropriate form when emailing a customer
- B. A risk officer wants to adjust the income threshold for automobile loans.
- C. A care supervisor wants to authorize a second opinion for an insurance claim.
- D. A general manager must approve catering proposals that exceed EUR5000

Correct Answer: B

QUESTION 2

Given a table which shows total working hours, sick, vacation. Identify how we calculate the respective values.

- A. Total working hours
- B. calculate field, data transform
- C. Sick hours
- D. Leave hours

Correct Answer: A

QUESTION 3

A process routes loan requests to a specific loan officer based on the type of loan.

If the loan is a mortgage, it is routed to Adam Ross. If the loan is for an automobile, it is routed to Julia Samuels. If the loan is an equity line, the case is routed to Don Smith.

How do you configure a router to ensure that case advances to the correct loan officer?

- A. Route the case to a worklist using a skilled router.
- B. Route the case to a work queue using a When condition.
- C. Route the case to a work queue using a skilled router.
- D. Route the case to a worklist using a When condition.

Correct Answer: C



QUESTION 4

A development team plans to enhance functionality of an existing application by changing several user interface rules. The team would like to pilot the enhancements to a small group of users before rolling the changes out to the entire user base. What approach maximizes reuse and maintainability?

- A. Place the updated rules into a new minor version of the ruleset and include the new ruleset version in a new application.
- B. Place the updated rules into a new ruleset and include the new ruleset in a new application.
- C. Place the updated rules into a new ruleset and include the new ruleset in a new version of the application.
- D. Place the updated rules into a new minor version of the ruleset and include the new ruleset version in a new version of the application.

Correct Answer: D

QUESTION 5

You are configuring duplicate case search logic in a case type. How do you ensure that resolved cases are not evaluated as potential duplicates?

- A. Add a must match condition where the work status of the current case does not contain "Resolved"
- B. Add a weighted condition where the work status of potential duplicates does not contain "Resolved"
- C. Add a weighted condition that evaluates the work status of current and existing cases where work status equals "Resolved" and has a weight of "0"
- D. Add a must match condition where the work status of potential duplicates does not contain "Resolved".

Correct Answer: B

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