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QUESTION 1

You want to evaluate cases as potential duplicates when the existing cases and the current case have the same create operator. How would you ensure that only cases with the same create operator are evaluated?

- A. Add a must match condition where the create operator in an existing case is the same as in the current case
- B. Add a weighted condition using the create operator value in both condition fields, an equals operation, and weight of 0.
- C. Add a weighted condition using the create operator value, an equals operator, and a weight of 100.
- D. Add a must match condition using the create operator value and apply a weight of 100.

Correct Answer: A

QUESTION 2

The purpose of a Circumstance Template is to _____.

- A. provide a template for business users to change circumstances when completing a task
- B. provide a list of all potential circumstances in one place
- C. define the properties used in a circumstance
- D. define the values used in a circumstance

Correct Answer: C

QUESTION 3

Which record do you configure to add an item to the left-pane menu in the Case Manager portal?

- A. Navigation record
- B. Portal record
- C. Skin record
- D. Harness record

Correct Answer: A

**QUESTION 4**

Consider the following table where a correspondence is circumstanced based on country.

Version	Circumstance
01-01-01	None
01-01-01	.Country = CAN
01-01-10	.Country = USA
01-01-15	None
01-01-20	.Country = USA
01-01-30	.Country = USA, Withdrawn
01-01-30	.Country = CAN

If .Country=USA, which version of the correspondence will run?

- A. 01-01-10
- B. 01-01-30
- C. 01-01-15
- D. 01-01-20

Correct Answer: C

QUESTION 5

You configure a cascading approval step for insurance claims. The request requires approval from the submitter's manager. However, approval from operators in other units in the organization may be required. Which approval model would you use?

- A. Reporting structure
- B. Authority matrix
- C. Approval level
- D. Work queue

Correct Answer: B



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