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**QUESTION 1**

In a help desk application, you have the following requirement: The Customer Support Representative must respond to a help desk ticket within 4 hours after a customer submits a ticket. Where do you configure the service level to meet this requirement?

- A. The stage
- B. The step
- C. The case type
- D. The process

Correct Answer: D

QUESTION 2

In a purchase order case the vendor assigned might not respond to a customer's query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose two.)

- A. Set the goal to be the required response time based on policy and sent notifications to both parties.
- B. Set the deadline to be the desired response time based on policy and sent notifications to both parties.
- C. Set the deadline to be the required response time based on policy and sent notifications to both parties.
- D. Set the goal to be the desired response time based on policy and sent notifications to both parties.

Correct Answer: CD

QUESTION 3

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?





- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 4

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Use the purchase requests column to group the cost centers.
- B. Filter the results so that only cost center and purchase requests are included in the report.
- C. Summarize the regional cost centers by count.
- D. Summarize the purchase request column by count.

Correct Answer: D

QUESTION 5

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Select and Place:

Business Architect Tasks

Groom backlog stories

Playback configurations

Prepare for project kickoff meeting

Capture sessions on discrete aspects of the case type

Journey Centric Development project order

Correct Answer:



Business Architect Tasks

Journey Centric Development project order

Prepare for project kickoff meeting

Playback configurations

Capture sessions on discrete aspects of the case type

Groom backlog stories

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