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QUESTION 1

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route the request to a manager who assigns the agent.
- B. Route requests to a skilled work group.
- C. Route to a skilled member of a workgroup.
- D. Route to a work group based on the location.

Correct Answer: B

QUESTION 2

You configure a service level to adjust assignment urgency to 100 when the global interval lapses. How does the assignment urgency impact the deadline and passed deadline intervals?

- A. Service level processing is halted until the assignment is completed.
- B. Urgency value remains at 100, but other service level processing continues.
- C. The user is notified that the maximum urgency has been reached.
- D. Urgency value continues to increment as configured.

Correct Answer: B

QUESTION 3

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

**Use Case**

A vice president must approve all expense reports over 2500 USD.

An agent who speaks Russian must work on the case.

Accounts Receivable must audit incoming billing requests.

A series of data collection screens must be completed by the same user.

Answer Area**Use Case****Router**

Route to a specific user.

Route to a work queue.

Route to a skilled work group.

Route to the current user.

Correct Answer:

Use Case**Answer Area****Use Case****Router**

An agent who speaks Russian must work on the case.

Route to a specific user.

A series of data collection screens must be completed by the same user.

Route to a work queue.

Accounts Receivable must audit incoming billing requests.

Route to a skilled work group.

A vice president must approve all expense reports over 2500 USD.

Route to the current user.

QUESTION 4

Consider the following scenario:

During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

Next, an email invitation is sent to the candidate.

During the interview, the hiring manager captures notes from the discussion.

Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose two.)

A. Schedule Interview

B. Notify Candidate



C. Ask Questions

D. Technical Exercise

Correct Answer: BC

QUESTION 5

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: A

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