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QUESTION 1

A life insurance company has satellite offices in various countries. Each satellite office has its own work queue. Company policy requires that life insurance underwriting is assigned to offices based on the residence of the policy owner. Which routing approach supports this requirement?

A. Route the assignment to the correct work queue using skill-based routing.

B. Route the assignment to a specific underwriter based on business logic.

C. Route the assignment to the correct work queue using an authority matrix.

D. Route the assignment to the correct work queue based on business logic.

Correct Answer: D

QUESTION 2

You are preparing to delegate a number of business rules, which three prerequisite- actions must be taken before tan delegate the business rules? (Choose Three)

A. Ensure the delegated ruleset exists in the Production rulesets list.

B. Ensure a ruleset that will contain the delegated rules exists.

C. Ensure a ruleset exists for the users who will manage the delegated rules.

D. Ensure an access group exists for the users who will manage the delegated rules.

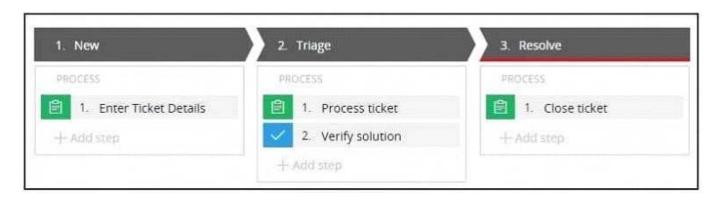E. Ensure the delegated rules are added to a locked ruleset.

Correct Answer: ABD

QUESTION 3

A help desk ticket case type is defined as follows:

If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

A. When Verify solution step starts

B. When the Process ticket step starts

C. When the Process ticket step completes

D. When the Triage stage completes

Correct Answer: B

QUESTION 4

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

A. Add the manager approval to an alternate stage in the case life cycle.

B. Configure a parallel process for each of the required approvals.

C. Add an optional process to each approval in the appropriate stage.

D. Configure a single cascading approval based on an authority matrix.

Correct Answer: B

QUESTION 5

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment la completed before the deadline?

A. Apply an urgency adjustment to the goal interval.

B. Apply an urgency adjustment to the deadline interval.

C. Adjust the default assignment urgency.

D. Add an escalation action to the goal interval.

Correct Answer: A

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