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**QUESTION 1**

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: C

QUESTION 2

How do you route an assignment so that any available member or the Finance department can perform the task?

- A. Route the assignment to a work M
- B. Route the assignment to a work queue.
- C. Route the assignment to the admin user ID.
- D. Route the assignment separately to all members.

Correct Answer: B

QUESTION 3

YOU are developing a car maintenance application for a car service center. Specific services are performed by different teams. Example services are oil changes, tire rotations, and windshield wiper inspections. Which two configuration options perform the correct assignment routing? (Choose Two)

- A. Configure all assignments to route to the service manager who then assigns the tasks to the specific team.
- B. Configure routing to use business logic to assign tasks to the appropriate team using the type of service.
- C. Configure single level approval routing to a supervisor who assigns the task to the specific team.
- D. Configure routing to a skilled work group using the appropriate skill parameters for the selected service.

Correct Answer: BD

**QUESTION 4**

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

- A. Is any special correspondence needed?
- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: D

QUESTION 5

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 requests column by count.

Correct Answer: D

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