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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 hour 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: B

QUESTION 2

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.
- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.

Correct Answer: B

QUESTION 3

A Customer applies for a credit card. In order (or the credit card to be approved, the credit card consultant must receive the results of a credit check. How do you configure the case types to reflect their relationship?

- A. Make credit card request a child case of credit check.



- B. Make credit check a child case of credit card request.
- C. Make both loan request and credit check top cases.
- D. Make credit check a spin-off case of credit card request.

Correct Answer: B

QUESTION 4

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 5

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

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