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**QUESTION 1**

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

- A. Content of an email confirming a customer submission
- B. Business policies controlled by regulatory compliance
- C. Password validation standards
- D. The service level on expense reports

Correct Answer: AB

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

A home loan application requires approval from the legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

- A. Create an approval step with cascading approval.
- B. Apply business logic to route a single assignment in the correct order.
- C. Route an assignment to a work queue where both roles have access.
- D. Create an approval process for each manager in parallel.

Correct Answer: A

QUESTION 4

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is



denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled. Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A



B



D



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 5

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 send notifications to both parties.



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

Correct Answer: CD

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