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QUESTION 1

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Approve Employee Request
- B. Review Request
- C. Manager Approves Request
- D. Request Approval

Correct Answer: B

QUESTION 2

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Delivery project order column and place them in the correct order.

Select and Place:

| Business Architect Tasks | Journey Centric Delivery project order |
|---|--|
| Playback configurations | |
| Refine backlog stories | |
| Prepare for project kickoff meeting | |
| Capture sessions on discrete aspects of the case type | |

Correct Answer:

Business Architect Tasks

Journey Centric Delivery project order

Prepare for project kickoff meeting

Capture sessions on discrete aspects of the case type

Refine backlog stories

Playback configurations

QUESTION 3

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 4

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 5

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.



What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to a specific user using the Use business logic option.
- B. Route the job application to an operator within a skilled group using the Specific user option.
- C. Route the job application to a specific queue using the Use business logic option.
- D. Route the job application to an appropriately skilled operator using the Specific user option.

Correct Answer: D

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