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QUESTION 1

A requirement states: A customer can update an address at any point during case processing by performing the following steps.

1.

The customer submits the new address.

2.

The application verifies that the address matches postal service requirements.

3.

The customer then approves the corrected address. How do you configure this requirement?

A. Add a case-wide optional action to the workflow for the address submission.

B. Add a case-wide optional process to the case workflow to perform the address change.

C. Add an alternate stage to the case life cycle to change the address.

D. Add a button to each assignment to present the customer with a form to submit a new address.

Correct Answer: A

QUESTION 2

A requirement states: The tax identification number must contain 10 digits. How do you configure the field to support this requirement?

A. Configure a validate rule to test the tax identification number pattern.

B. Use a decimal property type and make the field required.

C. Use an edit validate rule that validates the tax identification number pattern.

D. Set the minimum and maximum values to "10" in a text field.

Correct Answer: D

QUESTION 3

Select the three benefits of using Direct Capture of Objectives (DCO). (Choose Three)

A. Generate the latest code from business-friendly metaphors.

B. Empower project participants to review development progress.

C. Facilitate collaboration between business and IT around working models.

D. Automate custom business processes.

E. Enter and store business requirements in the application.

Correct Answer: BCD

QUESTION 4

In an application selling office supplies, the Payment form displays order items and collects payment information. In the Payment section rule, the order items are grouped in a dynamic layout. You find out later that the OrderSummary form also needs to display the order items. How do you implement the UI so that the order items display is shared between Payment and OrderSummary forms?

A. Reuse the Payment section in the OrderSummary form and circumstance the section rule to hide payment information.

B. Build the OrderSummary section with a layout inside to group the order items, similar to the Payment section.

C. Embed the Payment section in the OrderSummary section.

D. Convert the Payment section layout that contains order items to a section, and embed this section in the OrderSummary section.

Correct Answer: B

QUESTION 5

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

A. Fax a new insurance claim to the auto repair shop.

B. Text the customer with status changes in an insurance claim.

C. Assign a new insurance claim to a case worker to process.

D. Phone a customer for additional information about the case.

Correct Answer: AB