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QUESTION 1

Which requirement can be implemented through circumstancing?

- A. An application establishes a goal of four hours to adjust claims for platinum customers. For other customers, the application establishes a goal of one business day.
- B. An application sets the default shipping option for orders that exceed USD100 to two-day delivery. Otherwise, the default option is five-day delivery.
- C. An application audits insurance claims that an insurance adjuster values at USD10000 or greater. Otherwise, the claim is approved.
- D. An application routes upgrade requests for US customers to one work queue, and requests for European customers to a different work queue.

Correct Answer: D

QUESTION 2

In processing a parent case P-I, two child cases C-1 and C-2 are created. Which of the following statements is correct about the processing of P-I, C-1, and C-2?

- A. P-I must be resolved before either C-1 or C-2 can be resolved.
- B. Either C-1 or C-2 must be resolved before P-I can be resolved.
- C. C-1 must be resolved before C-2 can be resolved.
- D. Both C-1 and C-2 must be resolved before P-I can be resolved.

Correct Answer:

QUESTION 3

In the Answer Area, identify the data access option for each type of reference data;

Hot Area:



Answer Area

Reference Data

Data Access Option

On-time arrival statistics for a selected flight

Copy data from a data page

Refer to a data page

A list of selectable options to add to a hotel reservation

A laptop configuration that a user can customize for an order

Creditor details for a balance transfer request

Correct Answer:

Answer Area

Reference Data

Data Access Option

On-time arrival statistics for a selected flight

Copy data from a data page

Refer to a data page

A list of selectable options to add to a hotel reservation

A laptop configuration that a user can customize for an order

Creditor details for a balance transfer request

QUESTION 4

Which of these options are typically configured on a dynamic layout? (Choose Two)

- A. Align columns and rows to present data in a spreadsheet
- B. Label Positioning
- C. Number of columns in each row



D. Alignment of field values

Correct Answer: D

QUESTION 5

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a_____.

- A. step that routes to the manager
- B. change stage step to allow the employee to route to the manager
- C. stage to route requests to the manager
- D. process that routes to the manager

Correct Answer: A

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