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QUESTION 1

Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.

Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

A. Configure the request type as a weighted condition.

B. Configure a time period for the request date as a weighted condition.

C. Configure the apartment address as a weighted condition.

D. Configure the apartment address as a basic condition.

E. Configure the tenant name as a basic condition.

Correct Answer: ACE

QUESTION 2

How do you provide users with guidance for completing a form and avoid the need for application training?

A. Add an optional action to the case to explain the task.

B. Send a notification to the assigned user.

C. Add an instruction to the assignment.

D. Add the corresponding step to an appropriate stage.

Correct Answer: C

QUESTION 3

User A should have application permissions that are identical to User B\\'s permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

A. Add the My Cases page to the User A profile.

B. Add the My Cases page to the User A role.

C. Update the User A account to access the same portal as User

D. Update User A to the same role as User B.

Correct Answer: D

QUESTION 4

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.

Select the case type relationship that satisfies the requirement.

A. Make credit check a spin-off case of credit card request.

B. Make credit card request a child case of credit check.

C. Make both loan request and credit check top cases.

D. Make credit check a child case of credit card request.

Correct Answer: D

QUESTION 5

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.

Select the case type relationship that satisfies the requirement.

A. Configure checkout request as a child case of hotel review.

B. Configure hotel review as a child case of the checkout request.

C. Configure hotel review as a parallel process to the checkout request.

D. Configure both checkout request and hotel review as top-level cases.

Correct Answer: C

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