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QUESTION 1

DRAG DROP

A team is developing a new customer-focused application. The team wants to achieve the maximum benefits of application adoption. Select each example on the left and drag it to the appropriate design concept on the right.

Select and Place:

Examples	Answer Area	Design concepts
The team collects information about customer challenges and needs.		Design systems
The customer performs a click-through to ensure that the application is working as designed.		Prototyping
The team uses a low-code theme and visual best practices to create a consistent customer experience.		User research
The team creates whiteboard designs of preliminary solution ideas.		Goal alignment
The team clarifies, refines, and prioritizes customer, business, and technical objectives.		User testing

Correct Answer:

Examples	Answer Area	Design concepts
	The team creates whiteboard designs of preliminary solution ideas.	Design systems
	The team uses a low-code theme and visual best practices to create a consistent customer experience.	Prototyping
	The team collects information about customer challenges and needs.	User research
	The team clarifies, refines, and prioritizes customer, business, and technical objectives.	Goal alignment
	The customer performs a click-through to ensure that the application is working as designed.	User testing

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

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:

Description	Field Type
	Picklist
	Field group
	Field group list

Correct Answer:

Description	Field Type
A collection of related values that makes up a single employee record	Picklist
A collection of applicable discount codes	Field group
A collection of shipping addresses associated with a customer account	Field group list

QUESTION 4



Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

- A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.
- C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.
- D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

QUESTION 5

Which configuration informs a user by email when an assignment is added to the user's worklist?

- A. Configure the case type to send assignment notifications to assigned users.
- B. Add a Send Notification step to the process after the assignment to notify the assigned user.
- C. Configure a service level to send a notification to the assigned user.
- D. Add a Send Email step to the process after the assignment to notify the assigned user.

Correct Answer: A

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