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QUESTION 1

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

- A. Assign a new insurance claim to a case worker to process.
- B. Phone a customer for additional information about the case.
- C. Fax a new insurance claim to the auto repair shop.
- D. Text the customer with status changes in an insurance claim.

Correct Answer: AD

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

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline interval?

- A. Urgency value remains at 100, but other service level processing continues.
- B. Service level processing is halted until the assignment is completed.
- C. The user is notified that the maximum urgency value has been reached.
- D. Urgency value continues to increment as configured.

Correct Answer: A

QUESTION 4

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

QUESTION 5

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

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