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QUESTION 1

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.
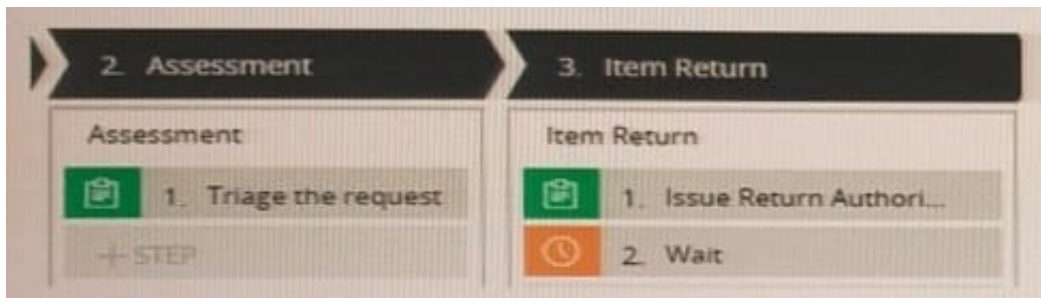
Select the case type relationship that satisfies the requirement.

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 2

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?

A. Add an Item Retention alternate stage and define a process for retention of item.

B. Add a decision in the Item Return process to change the stage when a return is not necessary.

C. Add a condition to skip the Item Return stage when a return is not necessary.

D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 3

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days. To meet this requirement, you must set the_____. in the service level to five days.

A. deadline

B. priority

C. urgency

D. goal

Correct Answer: A

QUESTION 4

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. change stage step to allow the employee to route to the manager

B. step that routes to the manager

C. process that routes to the manager

D. stage to route requests to the manager

Correct Answer: B

QUESTION 5

HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Hot Area:

Correct Answer:

Answer Area

Deliverable/Outcome	Output Type
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	**Long-term goal** / Solution prototype / Journey/process maps, diagrams, and empathy maps / Problem/opportunity statements / User-testing results
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	Long-term goal / Solution prototype / Journey/process maps, diagrams, and empathy maps / Problem/opportunity statements / **User-testing results**
The airline wants to increase airline ticket sales by creating a customer loyalty program.	Long-term goal / Solution prototype / **Journey/process maps, diagrams, and empathy maps** / Problem/opportunity statements / User-testing results

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