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**QUESTION 1**

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AD

QUESTION 2

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 3

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the required response time based on policy and send notifications to both parties.
- C. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: BD



QUESTION 4

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Configure the Cancel button on the user views to resolve the case.
- B. Add an alternate stage to the case life cycle.
- C. Add a case wide action to the case workflow.
- D. Add a stage-only action to each stage in the case workflow.

Correct Answer: C

QUESTION 5

A pre-approval mortgage case type collects applicant information and real estate property details. Which field type stores and displays an applicant's mortgage loan amount correctly?

- A. Decimal
- B. Picklist
- C. Currency
- D. Integer

Correct Answer: C

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