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**QUESTION 1**

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

QUESTION 2**DRAG DROP**

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement	Answer Area										
Present the user with fields relevant to the current task.	<table border="1"><thead><tr><th>Application Design Requirement</th><th>Design Approach</th></tr></thead><tbody><tr><td></td><td>Assignment instruction</td></tr><tr><td></td><td>Intent-driven UI</td></tr><tr><td></td><td>Assignment notification</td></tr><tr><td></td><td>Audit note</td></tr></tbody></table>	Application Design Requirement	Design Approach		Assignment instruction		Intent-driven UI		Assignment notification		Audit note
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Inform the user of a pending assignment.											

Correct Answer:

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**QUESTION 3**

A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

- A. Update the existing Default theme text entry.
- B. Upload a new application theme.
- C. Run a case type that uses the component and change the font on the view.
- D. Add a new theme text entry to the application theme.

Correct Answer: B

QUESTION 4**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:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
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	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>

Correct Answer:



Answer Area

Deliverable/Outcome

The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"

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

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Output Type

Long-term goal
Solution prototype
Journey/process maps, diagrams, and empathy maps
Problem/opportunity statements
User-testing results

Long-term goal
Solution prototype
Journey/process maps, diagrams, and empathy maps
Problem/opportunity statements
User-testing results

Long-term goal
Solution prototype
Journey/process maps, diagrams, and empathy maps
Problem/opportunity statements
User-testing results

QUESTION 5

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route to a work group based on the location.
- B. Route the request to a manager who assigns the agent.
- C. Route requests to a skilled work group.
- D. Route to a skilled member of a work group.

Correct Answer: C

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