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**QUESTION 1**

An insurance claim case type is defined as follows:



If the Review claim step is configured to set the status to Pending-Investigation, when is the status of the case set to Pending-Investigation?

- A. When Investigate claim step completes
- B. When the Process claim stage starts
- C. When the Review claim step completes
- D. When the Review claim step starts

Correct Answer: B

QUESTION 2

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add each vehicle claim as a child case of the accident claim.
- B. Add a manual approval step to the accident claim case.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.

Correct Answer: AD

**QUESTION 3**

Hospital staff members enter appointment details including relevant patient information, diagnoses, lab orders, and prescribed medication. This information is aggregated in the Patient visit summary view. The patient receives a copy of this view through email.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Add a Create PDF automation that references the Patient visit summary view.
- B. Add a Send Email step and enable the option to include attachments.
- C. Add a Send Email step and compose the message to reference the relevant properties.
- D. Enable email notifications on the case type.

Correct Answer: AC

QUESTION 4

Based on security factors, which two options are considered strong passwords? (Choose Two)

- A. 1Lik3ChocolateandStrawberryIcecre@m
- B. Pe6@5yst3m\$
- C. d8073andgxn*,.ki;vnhd(\$h8un
- D. bluedoor

Correct Answer: BC

QUESTION 5

Drag and Drop

Select each Use Case on the left and drag it to the appropriate Router on the right.

Select and Place:

**Use Case**

The team manager must approve all expense reports.

An agent who speaks French must work on the case if the customer indicates that their preferred language is French.

Accounts Receivable must audit incoming billing requests.

The same customer must complete the next data collection form.

Answer Area**Routing configuration**

Route to a specific user.

Route to a work queue.

Route based on business logic.

Route to the current user.

Correct Answer:

Use Case**Answer Area**

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Routing configuration

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