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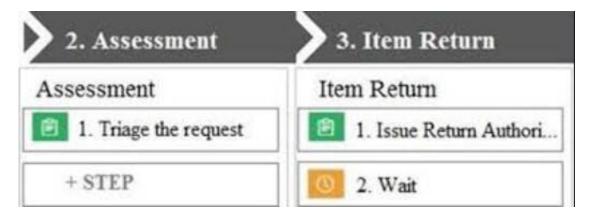
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QUESTION 1

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. Replace the Wait step in the Item Return stage with a Change Stage step.
- B. Add a condition to skip the Item Return stage when a return is not necessary.
- C. Add an Item Retention alternate stage and define a process for retention of item.
- D. Add a decision in the Item Return process to change the stage when a return is not necessary.

Correct Answer: B

QUESTION 2

A car insurance quote requires a view for potential customers to enter information to process the request. What are the three primary decisions to make before you add fields to the view? (Choose Three)

- A. Is field entry required?
- B. How do users enter values into the field?
- C. Do users need to see the field?
- D. Does the field require a data source?
- E. Are processing actions applied to the field?

Correct Answer: CDE

QUESTION 3

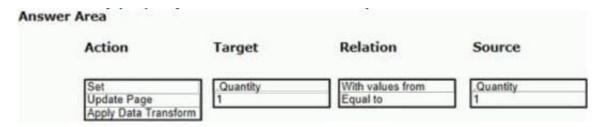
In the Answer Area, select the Data Transform configuration that defaults the Quantity property value on a Purchase

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Request case to 1.

Hot Area:



Correct Answer:



QUESTION 4

Apartment tenants submit maintenance requests that specify their name, address, request type, and description of the request. 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 a time period for the request date as a weighted condition.
- B. Configure the apartment address as a weighted condition.
- C. Configure the apartment address as a basic condition.
- D. Configure the request type as a weighted condition.
- E. Configure the tenant name as a basic condition.

Correct Answer: ABD

QUESTION 5

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process. What task do you perform to implement this requirement?



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- A. In the Employment Information process add a card type true/false field to a user view.
- B. In the Employment Information process add a custom condition to start the process by testing the card type.
- C. In the Employment Information process add an Approve/Reject step to test the card type.
- D. In the Employment Information process validate card type for continued processing.

Correct Answer: A

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