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**QUESTION 1**

In processing a parent case P-I, two child cases C-1 and C-2 are created. Which of the following statements is correct about the processing of P-I, C-1, and C-2?

- A. P-I must be resolved before either C-1 or C-2 can be resolved.
- B. Either C-1 or C-2 must be resolved before P-I can be resolved.
- C. C-1 must be resolved before C-2 can be resolved.
- D. Both C-1 and C-2 must be resolved before P-I can be resolved.

Correct Answer: D

QUESTION 2

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does assignment urgency impact the deadline and passed deadline intervals?

- A. Urgency value remains at 100, but other service level processing continues.
- B. Urgency value continues to increment as configured.
- C. Service level processing is halted until the assignment is completed.
- D. The user is notified that the maximum urgency has been reached.

Correct Answer: A

QUESTION 3

In a claims application customers can file home insurance claims. Each claims contains a list of items of loss. Depending on the situation, some claims... investigated for potential fraud in parallel to the actual claim process.

Which two case types do you create to support this scenario? (Choose two.)

- A. Items of loss
- B. Customer
- C. Claim
- D. Fraud Investigation

Correct Answer: AD

QUESTION 4



A library application used by staff creates a book request case when a member wishes to borrow one or more books. As part of the case process, the application shows the staff a readonly list of outstanding past-due books to remind the member to return late books, select the Data page definition for this use case.

- A. List, Readonly, Thread
- B. Page, Editable, Node
- C. Page, Readonly, Requester
- D. List, Readonly, Requestor
- E. Page, Editable, Requester
- F. List, Readonly, Node

Correct Answer: D

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?

- 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: B

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