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QUESTION 1

Which business need do you address through delegation?

- A. A service representative must attach the appropriate form when emailing a customer
- B. A risk officer wants to adjust the income threshold for automobile loans.
- C. A care supervisor wants to authorize a second opinion for an insurance claim.
- D. A general manager must approve catering proposals that exceed EUR5000

Correct Answer: B

QUESTION 2

DRAG DROP

Select each description on the left and drag it to the correct property mode on the right.

Select and Place:

Description

A numerically ordered list of customer accounts where the accounts relate to one another.

An unordered list of the customer home, business and mailing addresses where each address contains the street, city, state, and postal code.

The date of purchase on an expense report.

Description

Property Mode

Single Value


Page Group



Page List

Correct Answer:



<u>Description</u>	<u>Description</u>	<u>Property Mode</u>
	The date of purchase on an expense report.	Single Value
	An unordered list of the customer home, business and mailing addresses where each address contains the street, city, state, and postal code.	Page Group 
	A numerically ordered list of customer accounts where the accounts relate to one another.	Page List

QUESTION 3**DRAG DROP**

Select each Business Need on the left and drag it to the appropriate Service Level Agreement Interval on the right.

Select and Place:

<u>Business Need</u>	<u>Answer Area</u>	
	<u>Business Need</u>	<u>Service Level Agreement Interval</u>
An employee should submit the expense report within 24 hours of completing a trip.		Deadline
An employee must submit the expense report within 48 hours of completing a trip.		Goal
An employee receives a reminder email every day until the expense report is submitted.		Passed Deadline

Correct Answer:



<u>Business Need</u>		<u>Answer Area</u>	
		<u>Business Need</u>	<u>Service Level Agreement Interval</u>
		An employee must submit the expense report within 48 hours of completing a trip.	Deadline
		An employee should submit the expense report within 24 hours of completing a trip.	Goal
		An employee receives a reminder email every day until the expense report is submitted.	Passed Deadline

QUESTION 4

Which two configuration steps must be performed together to record a unit test for automated testing? (Choose Two)

- A. Add a test case to the Automated Testing landing page.
- B. Select a ruleset that is configured to store the results of the test.
- C. Select a ruleset that is configured to store automated test cases.
- D. Add an assertion to define an expected result.

Correct Answer: AD

QUESTION 5

Customers can log their own product support requests using an online portal. Once logged in, the portal displays the list of products purchased by the customer. The customer can initiate one or more support requests for each product. What is the appropriate scope for a data page that sources the list of products purchased by the customer?

- A. Thread
- B. System
- C. Requestor
- D. Node

Correct Answer: C

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