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QUESTION 1

Which configuration allows you to control which user roles can add attachments to a case?

- A. Configure a privilege on the attachment category.
- B. Enable attachment-level security on the attachment category.
- C. Update the access control setting for adding attachments in the Access Manager.
- D. Configure a when rule on the attachment category.

Correct Answer: C

QUESTION 2

You add a new work group to an application. Which two organization rules do you need to update? (Choose Two)

- A. Class groups
- B. Work queue
- C. Operator ID
- D. Unit

Correct Answer: BC

QUESTION 3

Select two benefits of using Global Resource Settings. (Choose Two)

- A. Global Resource Settings improves the performance for integration with the external system.
- B. Global Resource Settings allow you to manage settings without needing to unlock rulesets.
- C. Global Resource Settings allow you to manage settings in one place.
- D. Global Resource Settings allow you to define settings for all your different environments in one location.

Correct Answer: BC

QUESTION 4

A data page is used to retrieve data from an external system. If an error occurs, you want to display a message to the user and send an email to the system administrator. How do you implement this requirement?

- A. Invoke the connector from an activity and use standard Obj- methods to add an error message and send an email.



- B. Create a custom error handler flow that displays the error message and sends an email.
- C. Create an error handler data transform that adds an error message to the data page and sends an email.
- D. Configure an error handling process that displays the error message and sends an email.

Correct Answer: D

QUESTION 5

Which scenario might benefit from using a temporary case?

- A. Banking customers can access a bank's online portal to apply to open a checking or savings account.
- B. Airline customers can view their travel itinerary or submit a request to modify their itinerary, subject to fees.
- C. Insurance customers can call a call center to file a new claim, or make changes to a current coverage policy.
- D. Retail customers can process a return for one or more items in their order or they can process an exchange.

Correct Answer: B

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