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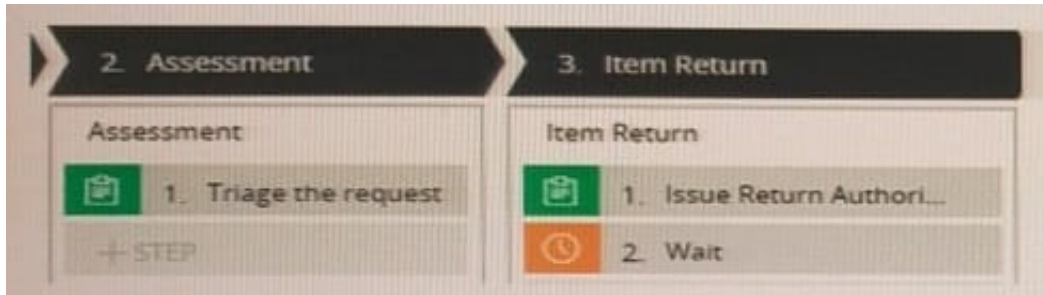
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QUESTION 1

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

Correct Answer: C

QUESTION 2

A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

- A. Update the existing Default theme text entry.
- B. Upload a new application theme.
- C. Run a case type that uses the component and change the font on the view.
- D. Add a new theme text entry to the application theme.

Correct Answer: B

QUESTION 3

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

- A. Urgency value remains at 100, but other service level processing continues.
- B. Service level processing is halted until the assignment is completed.



- C. The user is notified that the maximum urgency value has been reached.
- D. Urgency value continues to increment as configured.

Correct Answer: A

QUESTION 4

Which two situations require a data type? (Choose Two)

- A. A Currency drop-down is populated with values from an external system of record.
- B. Patient medical history is accessed from and written to an external system of record.
- C. A Work preference picklist is populated with two values: Full time and Part time.
- D. A Date of account creation field is set to a default value of the current date.

Correct Answer: AC

QUESTION 5

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement	Answer Area										
Present the user with fields relevant to the current task.	<table border="1"><thead><tr><th>Application Design Requirement</th><th>Design Approach</th></tr></thead><tbody><tr><td></td><td>Assignment instruction</td></tr><tr><td></td><td>Intent-driven UI</td></tr><tr><td></td><td>Assignment notification</td></tr><tr><td></td><td>Audit note</td></tr></tbody></table>	Application Design Requirement	Design Approach		Assignment instruction		Intent-driven UI		Assignment notification		Audit note
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Guide the user to perform the expected task.											
Record the justification for an action taken on a case.											
Inform the user of a pending assignment.											

Correct Answer:



<u>Application Design Requirement</u>	<u>Answer Area</u>	
	<u>Application Design Requirement</u>	<u>Design Approach</u>
	Guide the user to perform the expected task.	Assignment instruction
	Present the user with fields relevant to the current task.	Intent-driven UI
	Inform the user of a pending assignment.	Assignment notification
	Record the justification for an action taken on a case.	Audit note

QUESTION 6

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.

Select the case type relationship that satisfies the requirement.

- A. Make credit check a spin-off case of credit card request.
- B. Make credit card request a child case of credit check.
- C. Make both loan request and credit check top cases.
- D. Make credit check a child case of credit card request.

Correct Answer: D

QUESTION 7

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Manager Approves Request
- B. Approve Employee Request
- C. Request Approval
- D. Review Request

Correct Answer: D

**QUESTION 8**

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

- A. Summarize the regional cost centers by count.
- B. Summarize the case ID column by count.
- C. Define a function for the cost center column to total the case IDs.
- D. Create a filter for each cost center and count the case IDs.

Correct Answer: B

QUESTION 9

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Assign a new insurance claim to a case worker to process.
- B. Phone a customer for additional information about the case.
- C. Fax a new insurance claim to the auto repair shop.
- D. Text the customer with status changes in an insurance claim.

Correct Answer: AD

QUESTION 10

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AD

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