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QUESTION 1

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited. How can the business stakeholder communicate this problem to the development team using Agile Workbench?

A. Create a comment

B. Create a bug

C. Create a note

D. Create a story

Correct Answer: C

QUESTION 2

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.

B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.

D. Create a child case for service animal accommodation to automatically resolve unless the passenger required the accommodation.

Correct Answer: A

QUESTION 3

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Request 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 custom condition to test the card type.

B. In the Employment Information process add an Approve/Reject step to test the card type.

C. In the Employment Information process add a card type true/false field to a user view.

D. In the Employment Information process validate card type for continued processing.

Correct Answer: C

QUESTION 4

Consider the following user story:

As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view? (Choose two.)

A. Will field information about the temporary member be stored in an external database?

B. What fields does the account owner need to see to be able to add a temporary member?

C. How do the fields for the temporary member need to be displayed?

D. Do the fields about the temporary member need to be displayed in multiple languages?

Correct Answer: BC

QUESTION 5

How do you provide users with guidance for completing a form and avoid the need for application training?

A. Send a notification to the assigned user.

B. Add an instruction to the assignment.

C. Add an optional action to the case to explain the task.

D. Add the corresponding step to an appropriate stage.

Correct Answer: B

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