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QUESTION 1

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a_____.

- A. process that routes to the manager
- B. step that routes to the manager
- C. change stage step to allow the employee to route to the manager
- D. stage to route requests to the manager

Correct Answer: B

QUESTION 2

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open account, the Date account opened must be before the current date. Select the approach that meets the validation requirements.

A. Use a validate rule to verify the Date account opened is in the past.

B. Use a calendar control to verify the Date account opened is in the past.

- C. Use a pick list control to verify the Date account opened is in the past.
- D. Use a when rule to verify the Date account opened is in the past.

Correct Answer: A

QUESTION 3

In a purchase order case the vendor assigned might not respond to a customer\\'s query in the desired amount of time required by policy. The vendor must respond within the time required according to policy. Both the vendor and customer should be notified at each milestone. To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

A. Set the goal to be the required response time based on policy and send notifications to both parties.

B. Set the deadline to be the desired response time based on policy and sends notifications to both parties.

C. Set the deadline to be the required response time based on policy and send notifications to both parties.

D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: CD

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QUESTION 4

You are preparing to delegate a number of business rules, which three prerequisite- actions must be taken before tan delegate the business rules? (Choose Three)

- A. Ensure the delegated ruleset exists in the Production rulesets list.
- B. Ensure a ruleset that will contain the delegated rules exists.
- C. Ensure a ruleset exists for the users who will manage the delegated rules.
- D. Ensure an access group exists for the users who will manage the delegated rules.
- E. Ensure the delegated rules are added to a locked ruleset.

Correct Answer: ABD

QUESTION 5

In a help desk application, you have the following requirement: The Customer Support Representative must response to a help desk ticket within 4 hour after a customer submits a ticket.

Where do you configure the service level to meet this requirement?

A. The stage

B. The step

- C. The case type
- D. The process
- Correct Answer: B

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Questions