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QUESTION 1

A home loan application requires application the legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

A. Create an approval step with cascading approval.

B. Apply business logic to route a single assignment in the correct order.

C. Route an assignment to a work queue where both roles have access.

D. Create an approval process for each manager in parallel.

Correct Answer: A

QUESTION 2

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose Two.)

A. Speed

B. Accuracy

C. Testing

D. Coding

Correct Answer: AB

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

QUESTION 4

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval From the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

A. Create three assignments and route to the appropriate approver.

B. Create an approval step with cascading approval.

C. Route to a workbasket where all three roles have access.

D. Create business logic to route to the different approvers.

Correct Answer: A

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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