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QUESTION 1

Which two dependencies do you enforce with a Wait step? (Choose Two)

- A. Pausing a case until a predetermined time expires
- B. Preventing a case from resuming until an automated decision executes
- C. Preventing a case from entering a stage until a condition is met
- D. Pausing a case until another case (or all cases) reach a specified status

Correct Answer: AD

QUESTION 2

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the employees of the manager and their hire dates.

How do you support this request?

- A. Summarize the manager column.
- B. Sort the manager column.
- C. Group the manager column.
- D. Filter the manager column.

Correct Answer: C

QUESTION 3

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency adjustment to the goal interval.
- B. Apply an urgency adjustment to the deadline interval.
- C. Adjust the default assignment urgency.
- D. Add an escalation action to the goal interval.

Correct Answer: A

QUESTION 4

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

- A. Is any special correspondence needed?
- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: D

QUESTION 5

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

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