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QUESTION 1

You are defining a view for a loan application. If the loan applicant indicates that there is an existing open account, the Date account opened must be before the current date.

How do you configure the case type to verify that the value of Date account opened is in the past?

A. Use a calendar control.

B. Use a pick list control.

C. Use a validation condition.

D. Use a when condition.

Correct Answer: C

QUESTION 2

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

A. Add a stage with a start condition to the case workflow.

B. Add an optional action to the case workflow.

C. Add an alternate stage to the case life cycle.

D. Add an assignment to the case life cycle.

Correct Answer: A

QUESTION 3

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

A. Route to a work group based on the location.

B. Route the request to a manager who assigns the agent.

C. Route requests to a skilled work group.

D. Route to a skilled member of a work group.

Correct Answer: C

QUESTION 4

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

A. Add the analyst to both the Author role and the Case Manager channel interface.

B. Update the Author role to include the required analyst reports.

C. Add the analyst to the Manager role.

D. Create a new Analyst role with the required access.

Correct Answer: A

QUESTION 5

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

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