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QUESTION 1

Which configuration informs a user by email when an assignment is added to the user's worklist?

- A. Configure the case type to send assignment notifications to assigned users.
- B. Add a Send Notification step to the process after the assignment to notify the assigned user.
- C. Configure a service level to send a notification to the assigned user.
- D. Add a Send Email step to the process after the assignment to notify the assigned user.

Correct Answer: A

QUESTION 2

A pre-approval mortgage case type collects applicant information and real estate property details. Which field type stores and displays an applicant's mortgage loan amount correctly?

- A. Decimal
- B. Picklist
- C. Currency
- D. Integer

Correct Answer: C

QUESTION 3

Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.

Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

- A. Configure the request type as a weighted condition.
- B. Configure a time period for the request date as a weighted condition.
- C. Configure the apartment address as a weighted condition.
- D. Configure the apartment address as a basic condition.
- E. Configure the tenant name as a basic condition.

Correct Answer: ACE

QUESTION 4

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.

Select the case type relationship that satisfies the requirement.

- A. Make credit check a spin-off case of credit card request.
- B. Make credit card request a child case of credit check.
- C. Make both loan request and credit check top cases.
- D. Make credit check a child case of credit card request.

Correct Answer: D

QUESTION 5

Consider the following user story:

As a policyholder, I want to add a vehicle operator to my insurance policy so I can extend coverage to the added operator.

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

- A. Will field information about the operator be stored in an external database?
- B. How do the fields for the operator need to be displayed?
- C. Do the fields about the operator need to be displayed in multiple languages?
- D. What fields does the account owner need to see to add an operator?

Correct Answer: A

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