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QUESTION 1

In a purchase order case the vendor assigned might not respond to a customer 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 required response time based on policy and send notifications to both parties.

C. Set the deadline to be the desired response time based on policy and sends 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: BD

QUESTION 2

User A should have application permissions that are identical to User B\\'s permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

A. Add the My Cases page to the User A profile.

B. Add the My Cases page to the User A role.

C. Update the User A account to access the same portal as User

D. Update User A to the same role as User B.

Correct Answer: D

QUESTION 3

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

QUESTION 4

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.

B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

QUESTION 5

In an insurance claim application, you have the following requirement: All claims must be processed within 1 week. To meet this requirement you configure a service level. Where should the service level be configured?

A. The case type

B. The stage

C. The process

D. The step

Correct Answer: C

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