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QUESTION 1

A process routes loan requests to a specific loan officer based on the type of loan.

If the loan is a mortgage, it is routed to Adam Ross.

If the loan is for an automobile, it is routed to Julia Samuels.

If the loan is an equity line, the case is routed to Don Smith.

How do you configure a router to ensure that case advances to the correct loan officer?

A. Route the case to a worklist using a skilled router.

B. Route the case to a work queue using a When condition.

C. Route the case to a work queue using a skilled router.

D. Route the case to a worklist using a When condition.

Correct Answer: D

QUESTION 2

HOTSPOT

An online retailer creates a case type that processes and manages customer orders. The checkout process has four steps:

1.

 Review Order: The customer reviews the items in order of add-to-cart selection and can adjust the quantity of each item and delete items to calculate and display the order total.

2.

 Select Shipping Option: The customer selects a shipping option to determine and display the shipping charge for their order.

3.

 Enter Delivery Address: The customer enters their delivery address to determine the sales tax, if applicable, and the application displays the calculated sales tax.

4.

 Enter Payment Information: The customer selects a payment option and confirms the grand total of the order.

For each calculation, identify the appropriate chaining option to maximize the performance.

Hot Area:

Answer Area

Line total (item price * quantity)	Forward chaining Backward chaining
Order total (sum of line totals)	Forward chaining Backward chaining
Shipping charge (calculated from a decision rule)	Forward chaining Backward chaining
Sales tax (order total * tax rate)	Forward chaining Backward chaining
Grand total (order total + sales tax + shipping charge)	Forward chaining Backward chaining

Correct Answer:

Answer Area

Line total (item price * quantity)	**Forward chaining** Backward chaining
Order total (sum of line totals)	Forward chaining **Backward chaining**
Shipping charge (calculated from a decision rule)	Forward chaining **Backward chaining**
Sales tax (order total * tax rate)	**Forward chaining** Backward chaining
Grand total (order total + sales tax + shipping charge)	Forward chaining **Backward chaining**

QUESTION 3

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list and descends in order.

How do you design the report definition to support this requirement?

A. Add a filter condition where Create Date is greater than the current date.

B. Make the Create Date the first column in the report.

C. Select Highest to Lowest sort type for Create Date.

D. Select Lowest to Highest sort type for Create Date.

Correct Answer: D

QUESTION 4

How do you reference the State property on an Address page group with the index Home?

A. .Address(Home).State

B. .Home.State.Address

C. .Home(Address).State

D. .Address.Home.State

Correct Answer: A

QUESTION 5

In an application for configuring hardware equipment for new employees, the manager chooses a laptop model from a drop-down list. The list of available laptop models is maintained in an external system and may change over time. Which of the following do you use as the data source for this drop-down list?

A. A data page

B. A local list

C. A data table

D. A data transform

Correct Answer: A

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