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QUESTION 1

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days. To meet this requirement, you must set the_____ in the service level to five days.

- A. deadline
- B. priority
- C. urgency
- D. goal

Correct Answer: A

QUESTION 2

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Manager Approves Request
- B. Approve Employee Request
- C. Request Approval
- D. Review Request

Correct Answer: D

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

- A. Select Highest to Lowest sort type for Create Date.
- B. Select Lowest to Highest sort type for Create Date.
- C. Make the Create Date the first column in the report.
- D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

QUESTION 4

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

- A. Summarize the regional cost centers by count.
- B. Summarize the case ID column by count.
- C. Define a function for the cost center column to total the case IDs.
- D. Create a filter for each cost center and count the case IDs.

Correct Answer: B

QUESTION 5

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

- A. Add an optional process to each approval in the appropriate stage.
- B. Configure a parallel process for each of the required approvals.
- C. Configure a single cascading approval based on an authority matrix.
- D. Add the manager approval to an alternate stage in the case life cycle.

Correct Answer: C

QUESTION 6

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.
- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

Correct Answer: A

QUESTION 7

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 8

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.

Select the case type relationship that satisfies the requirement.

- A. Configure checkout request as a child case of hotel review.
- B. Configure hotel review as a child case of the checkout request.
- C. Configure hotel review as a parallel process to the checkout request.
- D. Configure both checkout request and hotel review as top-level cases.

Correct Answer: C

QUESTION 9

A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

- A. Update the existing Default theme text entry.
- B. Upload a new application theme.
- C. Run a case type that uses the component and change the font on the view.
- D. Add a new theme text entry to the application theme.

Correct Answer: B

QUESTION 10

DRAG DROP

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing. Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Select and Place:

Description	Answer Area	Three Pillars Element
Mobile		Microjourney
Check clearinghouse		Persona
A customer can deposit check through their mobile phone		Channel
Customer		Data
Payer account number		Interface

Correct Answer:

Description	Answer Area	Three Pillars Element
	Check clearinghouse	Microjourney
	Customer	Persona
	A customer can deposit check through their mobile phone	Channel
	Mobile	Data
	Payer account number	Interface

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