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QUESTION 1

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee.

To meet this requirement, you design a case with a_____.

A. step that routes to the manager

B. change stage step to allow the employee to route to the manager

C. stage to route requests to the manager

D. process that routes to the manager

Correct Answer: A

QUESTION 2

An application contains two case types, AutoClaim and PropertyClaim. The inheritance path for the application contains three copies of the pyDefault data transform that set property values for two properties, Work Item Urgency and Prefix. If the Call data transforms in superclass option is enabled for each data transform, what are the values of Work Item Urgency and Prefix when a user creates a PropertyClaim case?

Class	Work Item Urgency	Prefix
InsCorp-ClaimAdm-Work-AutoClaim	20	"A-"
InsCorp-ClaimAdm-Work	[no value]	"C-"
Work-	10	[no value]

A. Work Item Urgency = 10, Prefix = [no value]

B. Work Item Urgency = 0, Prefix = "C-"

C. Work Item Urgency = 10, Prefix = "C-"

D. Work Item Urgency = 20, Prefix = "A-

Correct Answer: C

QUESTION 3

An order fulfillment case type allows a customer to update user profile information during the order placement stage. The user profile consists of the following three pages:

Account ID and password Customer contact information A list of open orders with the status of each order. How do you

configure the case type to allow customers to update any of the user profile pages at any time during case processing?

A. Add an optional process to the case workflow.

B. Add a button for each profile page to each assignment.

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

D. Add a set of optional actions to the case workflow

Correct Answer: D

QUESTION 4

To qualify for an instant loan, an applicant must be older than 21 and have a monthly income of atleast USD2000. How do you enforce these restrictions?

A. Use two Edit Validate rules: one for age and one for income.

B. Use a single Validate rule with two conditions: one for age and one for income.

C. Configure the UI controls to only accept values greater than 21 for age and USD2000 for income.

D. Use two Validate rules: one for age and one for income.

Correct Answer: B

QUESTION 5

Consider the following scenario: - During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

Next, an email confirmation is sent to the candidate.

During the interview, the hiring manager captures notes from the discussion.

Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose Two)

A. Notify Candidate

B. Ask Questions

C. Schedule Interview

D. Technical Exercise

Correct Answer: AB

QUESTION 6

A form listing nearby restaurants has four columns:

Restaurant name

Restaurant location

Thumbnail image of the seating area

Make reservation (check box)

You want to ensure that users have the information they need to make a reservation regardless of screen size. When viewed on a small screen, you do not need to display the images.

What three configuration steps do you take to support this requirement? (Choose Three)

A. Set the importance of the image column to Secondary.

B. Set the importance of the Make reservation column to Primary.

C. Set the importance of the image column to Other.

D. Set the importance of the Restaurant name and Make reservation columns to Primary.

E. Set the importance of the Restaurant location and Make reservation columns to Secondary.

F. Set the importance of the Restaurant name column to Primary.

Correct Answer: CEF

QUESTION 7

During a playback session, a stakeholder notices that a drop-down list is missing one of the required options. Which work item do you create in Agile Workbench to address this issue?

A. User Story

B. Bug

C. Feedback

D. Status

Correct Answer: B

QUESTION 8

Your online shopping application serves international customers. You need to define a Data Page that holds currency exchange rates. All users accessing the application need to use the information.

The Scope of this Data Page should be set to _____.

A. Application

B. Node

C. Thread

D. Requestor

Correct Answer: B

QUESTION 9

In processing a parent case P-l, two child cases C-l and C-2 are created. Which of the following statements is correct about the processing of P-l, C-l, and C-2?

A. P-l must be resolved before either C-l or C-2 can be resolved.

B. Either C-l or C-2 must be resolved before P-l can be resolved.

C. C-l must be resolved before C-2 can be resolved.

D. Both C-l and C-2 must be resolved before P-l can be resolved.

Correct Answer: D

QUESTION 10

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. Update User A to the same role as User B

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

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

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

Correct Answer: B

QUESTION 11

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process.

What task do you perform to implement this requirement?

A. In the Employment Information process add a card type true/false field to a user view.

B. In the Employment Information process add a custom condition to start the process by testing the card type.

C. In the Employment Information process add an Approve/Reject step to test the card type.

D. In the Employment Information process validate card type for continued processing.

Correct Answer: B

QUESTION 12

A user view includes a list of four urgency options selectable by radio buttons. How do you configure the selection list?

A. Configure a field group with selectable urgency options.

B. Configure a drop down field with selectable urgency options.

C. Configure a picklist with radio buttons for the urgency options.

D. Configure a Boolean field with selectable urgency options.

Correct Answer: C

QUESTION 13

Which scenario requires you to make updates in Dev Studio?

A. A task is reassigned when it reaches a service-level agreement goal.

B. An email correspondence is added to the case type.

C. A customer representative can approve or reject a claim.

D. A new confirmation view displays a read-only text property.

Correct Answer: A

QUESTION 14

Which two items must be provided by the user to add an external data source to a data object? (Choose Two)

A. The authenticating information, if required by the corresponding service

B. A data transform to map the application data model to the connector

C. A simulated data source to test the implementation

D. The uniform resource identifier that identifies the web service

Correct Answer: AD

QUESTION 15

Which two scenarios require you to configure conditional processing within the case type? (Choose Two.)

A. A scholarship eligibility application requires students to enter standardized test scores, Students with qualifying test scores can schedule and interview. Students without qualifying test scores receives a rejection email.

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

C. An application requires customer to select the type of request in a drop-down list. The system routes the request to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

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

Correct Answer: AD

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