

# Latest Version: 6.0

## Question: 1

When designing a case, it is recommended that each stage be decomposed into no more than \_\_\_\_\_ steps.

Response:

- A. 5 to 9
- B. 6 to 10
- C. 10 to 15
- D. 15

**Answer: C**

## Question: 2

What type of step typically requires contextual instructions?

Response:

- A. Change stage
- B. Create Case
- C. Send Email
- D. collect information

**Answer: D**

## Question: 3

To meet this requirement you need to set the \_\_\_\_\_ in the service level to 5 days.

Response:

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

**Answer: C**

## Question: 4

The clipboard is a \_\_\_\_\_ tool and is unique to each \_\_\_\_\_?

(Choose One)

Response:

- A. case, application
- B. server-side, user session
- C. diagnostic, case
- D. client-side, user session

**Answer: B**

## Question: 5

You have a cleaning service booking application, CleanApp. You are creating a local data type, HomeCleaningPackages, and you want to leverage an existing data class, CleanApp - Data - CleaningPackages.

When defining your data type, which option would you choose for asset reuse?

Response:

- A. CleanApp UI Pages class
- B. Organization data class
- C. implementation data class
- D. CleanApp Work class

**Answer: C**

## Question: 6

In Designer Studio, the Application Explorer displays \_\_\_\_\_.

Response:

- A. the data structure only
- B. the class tree and rules organized by the classes they apply to
- C. all the rules used by all applications
- D. the class structure only

**Answer: B**

## Question: 7

A candidate's language skills are captured in a candidate case. What type of property is used to capture the candidate's language skill if the property reference is .Language(Spanish)?

Response:

- A. Value group
- B. Single value
- C. Text
- D. Page

**Answer: A**

## Question: 8

Section rules may be referenced by which flow shape?

Response:

- A. Assignment
- B. Connector
- C. None
- D. Decision

**Answer: D**

## Question: 9

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 \_\_\_\_\_.

Response:

- A. process that routes to the manager
- B. step that routes to the manager
- C. change stage step to allow the employee to route to the manager
- D. stage to route requests to the manager

**Answer: B**

## Question: 10

Match the correct Answer in box:

Scenario		Routing type
Route job requisition approval to a reporting manager, the senior manager, then director		Single approval routing
Route an expense report to the department manager when expenses exceed USD1000		Cascading approval routing
Route support requests for customers whose preferred language is Spanish to customer service representatives who speak Spanish		Business logic routing
Route a candidate evaluation to the reporting manager		Custom routing

Solution:

Scenario		Routing type
	Route a candidate evaluation to the reporting manager	Single approval routing
	Route job requisition approval to a reporting manager, the senior manager, then director	Cascading approval routing
	Route an expense report to the department manager when expenses exceed USD1000	Business logic routing
	Route support requests for customers whose preferred language is Spanish to customer service representatives who speak Spanish	Custom routing

Determine whether the given solution is correct?

Response:

- A. Correct
- B. Incorrect

**Answer: A**