

Latest Version: 7.0

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

Question: 11

How do you configure an action set on a button to clear user selections and then review the previous actions on the case?

Response:

- A. First, configure a Click event with a Refresh action. Next, configure a Click event and a View History action.
- B. First, configure a Click event with a Refresh action. Next, add a View History action to the event.
- C. First, configure a Click event with a Refresh action. Next, configure a Double-click event and a View History action.
- D. First, configure a Click event with a View History action. Next, add a Refresh action to the event

Answer: B

Question: 12

A Customer applies for a credit card. In order for the credit card to be approved, the credit card consultant must receive the results of a credit check. How do you configure the case types to reflect their relationship?

Response:

- A. Make credit card request a child case of credit check.
- B. Make credit check a child case of credit card request.
- C. Make both loan request and credit check top cases.
- D. Make credit check a spin-off case of credit card request.

Answer: B

Question: 13

Which statement best describes how to add a report to a report category?

Response:

- A. Create a shortcut to the report in the desired category.
- B. Reports cannot be added to a category.
- C. Reports are automatically added to the appropriate category.
- D. Copy the report to the appropriate ruleset.

Answer: C

Question: 14

Which statement best describes the behavior observed when running a flow in draft mode?

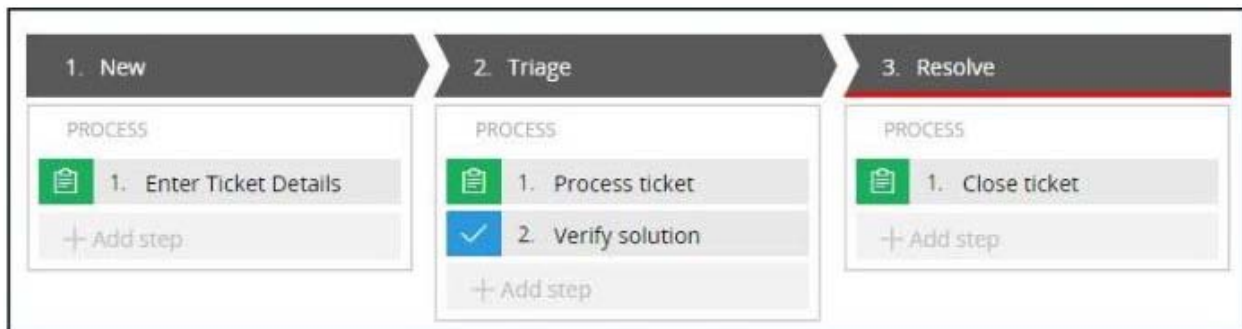
Response:

- A. Flows can be saved even if rules have not been configured for flow shapes
- B. UI fields marked as required can be skipped when running the flow
- C. Service levels are ignored when running the flow
- D. Decision outcomes are chosen by the user if the decision rule cannot be found

Answer: C

Question: 15

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

Response:

- A. When Verify solution step starts
- B. When the Process ticket step starts
- C. When the Process ticket step completes
- D. When the Triage stage completes

Answer: C