

Latest Version: 6.0

Question: 1

What three questions should you answer to create effective correspondence?
(Choose Three)

Response:

- A. How often should you send correspondence?
- B. Who is the user that receives the correspondence
- C. Which email server should the correspondence use?
- D. when does the correspondence need to be sent?
- E. How will the correspondence be sent?

Answer: B,D,E

Question: 2

In an insurance application, a claim case records the items of loss. Given the property reference Item Of Loss(1).Description, itemOfLoss is a _____.

Response:

- A. Page
- B. Page list
- C. Single value
- D. Value list

Answer: B

Question: 3

You want to capture the delivery method for a purchase request. The options are Standard, Premium, or Next Day. You use the Data Model tab to create the property. How would you define the list with the delivery options?

Response:

- A. Text (paragraph)
- B. Picklist
- C. Field group (list)
- D. Radio button

Answer: B

Question: 4

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval From the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

Response:

- A. Create three parallel processes with approval assignments.
- B. Create an approval step with cascading approval.
- C. Route to a workbasket where all three roles have access.
- D. Create business logic to route to the different approvers.

Answer: A

Question: 5

A home loan application requires application the legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

Response:

- A. Create an approval step with cascading approval.
- B. Apply business logic to route a single assignment in the correct order.
- C. Route an assignment to a work queue where both roles have access.
- D. Create an approval process for each manager in parallel.

Answer: A

Question: 6

The goal milestone in a service level defines that amount of time _____.

Response:

- A. allowed for a user to advance to the next stage
- B. in which the case or step should be completed
- C. allowed before an assignment is considered overdue
- D. in which the case or step must be completed

Answer: B

Question: 7

Consider the following user story: As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view?

(Choose Two)

Response:

- A. Will field information about the temporary member be stored in an external database?
- B. What fields does the account owner need to see to be able to add a temporary member?
- C. How do the fields for the temporary member need to be displayed?
- D. Do the fields about the temporary member need to be displayed in multiple languages?

Answer: N,C

Question: 8

Which two of the following scenarios are good candidates for rule delegation?

(Choose Two)

Response:

- A. Content of an email confirming a customer submission
- B. Business policies controlled by regulatory compliance
- C. Password validation standards
- D. The service level on expense reports

Answer: A,B

Question: 9

Automating decisions based on business logic enables _____.

Response:

- A. application users to mark a specific location for business exceptions that may arise in the process flow
- B. architects to improve the performance of the application
- C. application users to focus on more nuanced decisions that require business expertise
- D. architects to spend less time building the application

Answer: C

Question: 10

You need to fetch exchange rates that are updated on a daily basis from a web service and make them available in your application using a data page. Which scope would you select for the data page?

Response:

- A. Thread
- B. Thread
- C. Node
- D. Application

Answer: C