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QUESTION 1

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose two.)

A. Coding

B. Testing

C. Accuracy

D. Speed

Correct Answer: BC

QUESTION 2

A Customer requests roadside assistance. The insurance company creates an Assistance Request case and this results in a creation of a Service Request case which is assigned to a Service provider. Which configuration is the best practice to copy all customer information from the Assistance Request case to the Service Request case?

A. Use a Declare Expression.

B. Use Data Propagation.

C. Use a Data Transform.

D. Use Case Calculations.

Correct Answer: B

QUESTION 3

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: A

QUESTION 4

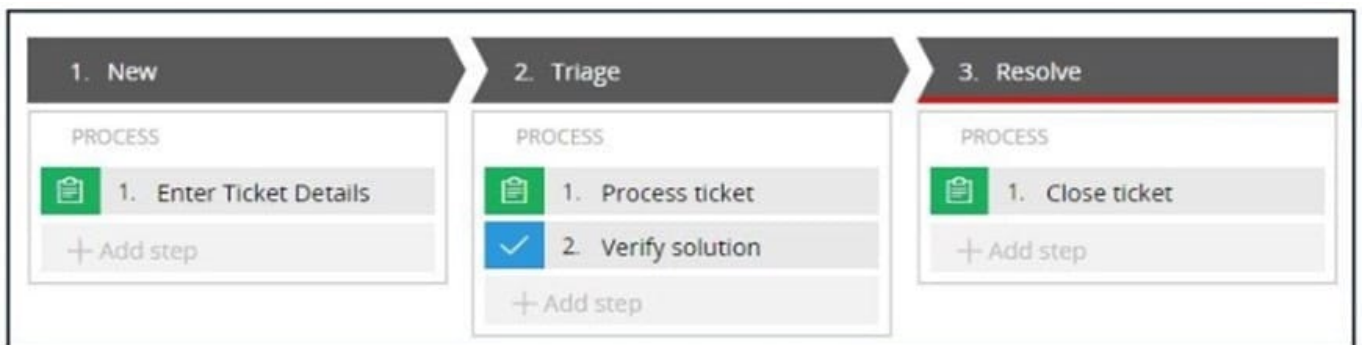How do you provide users with guidance for completing a form and avoid the need for application training?

![Pass2Lead Logo](https://Pass2Lead.com)
A. Send a notification to the assigned user.

B. Add an instruction to the assignment.

C. Add an optional action to the case to explain the task.

D. Add the corresponding step to an appropriate stage.

Correct Answer: B

QUESTION 5

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 the status of the case set to Pending-Verification?

A. When Verify solution step starts.

B. When Process ticket solution step starts.

C. When Process ticket solution step completes.

D. When Triage stage completes.

Correct Answer: B

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