

PEGACPBA74V1^{Q&As}

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QUESTION 1

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 invitation 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. Schedule Interview
- B. Notify Candidate
- C. Ask Questions
- D. Technical Exercise

Correct Answer: AB

QUESTION 2

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

- 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 3

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency adjustment to the goal interval.
- B. Apply an urgency adjustment to the deadline interval.
- C. Adjust the default assignment urgency.

D. Add an escalation action to the goal interval.

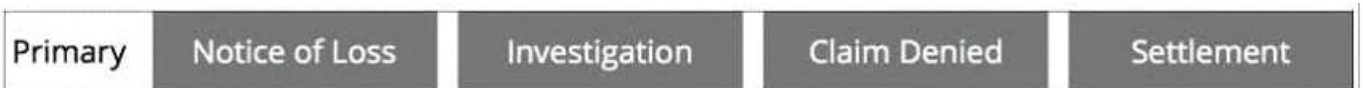
Correct Answer: A

QUESTION 4

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled. Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A



B



D



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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 is the status of the case set to Pending-Verification?

- 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

Correct Answer: B

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