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QUESTION 1

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

- *The customer service agent may request additional information from the customer.
- * The merchant is notified and given 15 days to dispute the fraud claim.
- *If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.
- *If the fraud claim is rejected, the customer is notified and given 15 days to respond.

Select the case life cycle design that follows the guidelines for identifying and naming stages.

A.

Primary	Claim Filed	Claim Investigated	Claim Denied
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B.

Primary	New Claim	Investigation	Resolution
Alternate	Claim Denied		

A. B.

C.

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		

D.

Primary	New Claim	Investigation	Settlement	Claim Denied
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C. D.

Correct Answer: B

QUESTION 2

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns (or manager name, case ID, and office). How do you configure the list report in order to create the pie chart?

- A. Summarize the manager name column.
- B. Group the manager name column.
- C. Group the case ID column.
- D. Summarize the case ID column.

Correct Answer: D

QUESTION 3

Select the characteristic used to identify candidate rules to be delegated to business users.

- A. Changing business conditions require that the rule be managed without IT intervention.
- B. Ownership of changes to delegated rules changes from work group to work group.
- C. Frequent changes are needed to continuously redefine the user experience.
- D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: A

QUESTION 4

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case. Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

- A. Add an assignment to the case life cycle.
- B. Add an alternate stage to the case life cycle.
- C. Add a stage with a start condition to the case workflow.
- D. Add an optional action to the case workflow.

Correct Answer: D

QUESTION 5

A life insurance company has satellite offices in various countries. Each satellite office has its own work queue. Company policy requires that life insurance underwriting is assigned to offices based on the residence of the policy owner. Which routing approach supports this requirement?

- A. Route the assignment to the correct work queue using skill-based routing.
- B. Route the assignment to a specific underwriter based on business logic.
- C. Route the assignment to the correct work queue using an authority matrix.
- D. Route the assignment to the correct work queue based on business logic.

Correct Answer: D

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