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QUESTION 1

Consider the following user story:

As a policyholder, I want to add a vehicle operator to my insurance policy so I can extend coverage to the added operator.

Which two questions help you define the fields for the user view? (Choose Two)

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

Correct Answer: A

QUESTION 2

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

- A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.
- C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.
- D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

QUESTION 3

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

- A. Summarize the regional cost centers by count.
- B. Summarize the case ID column by count.
- C. Define a function for the cost center column to total the case IDs.
- D. Create a filter for each cost center and count the case IDs.

Correct Answer: B

QUESTION 4

You are defining a view for a loan application. If the loan applicant indicates that there is an existing open account, the Date account opened must be before the current date.

How do you configure the case type to verify that the value of Date account opened is in the past?

- A. Use a calendar control.
- B. Use a pick list control.
- C. Use a validation condition.
- D. Use a when condition.

Correct Answer: C

QUESTION 5

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

- A. Add an optional process to each approval in the appropriate stage.
- B. Configure a parallel process for each of the required approvals.
- C. Configure a single cascading approval based on an authority matrix.
- D. Add the manager approval to an alternate stage in the case life cycle.

Correct Answer: C

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