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QUESTION 1

User A should have application permissions that are identical to User B's permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

- A. Add the My Cases page to the User A profile.
- B. Add the My Cases page to the User A role.
- C. Update the User A account to access the same portal as User
- D. Update User A to the same role as User B.

Correct Answer: D

QUESTION 2

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 value to the deadline interval.
- B. Adjust the default assignment urgency value.
- C. Apply an urgency value to the goal interval.
- D. Add an escalation action to the goal interval.

Correct Answer: A

QUESTION 3

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AD

QUESTION 4

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Configure the Cancel button on the user views to resolve the case.
- B. Add an alternate stage to the case life cycle.
- C. Add a case wide action to the case workflow.
- D. Add a stage-only action to each stage in the case workflow.

Correct Answer: C

QUESTION 5

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved?
(Choose Two)

- A. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B. Add each vehicle claim as a child case of the accident claim.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a parallel process for vehicle claims in the accident claim resolution stage.

Correct Answer: AC

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