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QUESTION 1

An order fulfillment case type allows a customer to update user profile information during the order placement stage. The user profile consists of the following three pages:

Account ID and password Customer contact information A list of open orders with the status of each order. How do you configure the case type to allow customers to update any of the user profile pages at any time during case processing?

- A. Add an optional process to the case workflow.
- B. Add a button for each profile page to each assignment.
- C. Add an alternate stage to the case life cycle.
- D. Add a set of optional actions to the case workflow

Correct Answer: D

QUESTION 2

Which piece of application content do you localize by using a Field Value rule?

- A. Labels and drop-down values on a section rule
- B. Logos or other images on a harness rule
- C. User instructions in a paragraph rule
- D. User-editable text in a correspondence rule

Correct Answer: A

QUESTION 3

Which scenario is a use case for the Wait step?

- A. The customer cannot complete an application for a checking account until a bank representative reviews their credit report.
- B. An agent needs to send a confirmation email to an insured customer after they complete a form.
- C. A payroll user cannot process a salary increase until the department manager approves the increase.
- D. The customer needs to log in to their account before receiving a membership discount on an online purchase.

Correct Answer: C

QUESTION 4

In a Human Resources (HR) application, a business architect has developed a new process for the Onboarding case type. You want to test the process and the fields to verify the UI elements collect expected results.

- A. Add explicit assertions on the UI elements
- B. Create a unit test for the Onboarding case type
- C. Create a scenario test for the Onboarding case type
- D. Add validations on the UI elements

Correct Answer: AC

QUESTION 5

Which two components on the Case Designer can users assign to a minimum lovable product (MLP) release for project sizing purposes? (Choose Two)

- A. An automation
- B. A mobile User Portal
- C. An approval decision
- D. An external system of record (SOR)

Correct Answer: AD

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