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QUESTION 1

A transaction dispute case type allows customers to dispute a bank card transaction for one of three reasons:

*

Stolen card

*

Duplicate charge

*

Fulfillment error

A.

F1 AND F2 AND F3 AND F4 AND F5

B.

(F1 AND F3) OR (F3 AND F4) OR F5

C.

((F1 AND F3) OR (F2 AND F4)) AND F5

D.

(F1 AND F3) OR (F2 AND F4) AND F5

Most dispute for the stolen cards occur at two vendors. MegaMart and Maxvalu. The fraud analyst requests a report that displays stolen card dispute meeting the following thresholds:

Given the following filter conditions, which logic statement returns the correct subnet of transaction disputes?



Correct Answer: C

QUESTION 2

Hospital staff members enter appointment details including relevant patient information, diagnoses, lab orders, and prescribed medication. This information is aggregated in the Patient visit summary view. The patient receives a copy of this view through email. Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Add a Create PDF automation that references the Patient visit summary view.
- B. Add a Send Email step and enable the option to include attachments.
- C. Add a Send Email step and compose the message to reference the relevant properties.
- D. Enable email notifications on the case type.

Correct Answer: AB

QUESTION 3

During a playback session, a stakeholder notices that a drop-down list is missing one of the required options. Which work item do you create in Agile Workbench to address this issue?

- A. User Story
- B. Bug
- C. Feedback
- D. Status

Correct Answer: B

QUESTION 4

You are developing a case type that processes scholarship applications. Scholarship applications advance based on the standardized test scores of the applicants. A decision shape directs the process flow. You want to test whether the process flows correctly, but you have not fully configured the user interface so that applicants can enter their standardized test scores.

How do you test that the process flows correctly based on the decision?

- A. Use the Run Rule window to create a unit test to evaluate the flow rule.
- B. Use a declare expression to set a value for the standardized test score field.
- C. Use Live UI to see how the case processes and if an error occurs.
- D. Use the Clipboard tool to set a value for the standardized test score field.

Correct Answer: A

QUESTION 5

A process routes loan requests to a specific loan officer based on the type of loan.

If the loan is a mortgage, it is routed to Adam Ross. If the loan is for an automobile, it is routed to Julia Samuels. If the loan is an equity line, the case is routed to Don Smith.

How do you configure a router to ensure that case advances to the correct loan officer?

- A. Route the case to a worklist using a skilled router.
- B. Route the case to a work queue using a When condition.
- C. Route the case to a work queue using a skilled router.
- D. Route the case to a worklist using a When condition.

Correct Answer: C

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