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QUESTION 1

In the first step in a case type, the user compares data on a form to the data on a customer account. If the data matches, the case is resolved. If the data does not match, the user advances the case to update the account. Management only wants a record of the cases that update an account. What two configuration options do you use to implement this requirement? (Choose two.)

- A. Add a Persist Case shape after the first step.
- B. Apply a when condition to the first step to persist only cases requiring updates.
- C. Configure the starting flow to instantiate the case type as a temporary case.
- D. Configure the first step to instantiate the case type as a temporary case.

Correct Answer: BD

QUESTION 2

An open account case captures customer information. Each account can identify one or more customers, which are stored in the page group .Customers. One customer is the primary account holder for the account. To identify the primary account holder, you add an .AccountHolder page property in the case type.

How do you link .AccountHolder to the relevant entry in .Customers without duplicating data on the clipboard?

- A. Configure .AccountHolder to refer to a data page
- B. Configure a data transform to set the account holder
- C. Configure .AccountHolder to point to a keyed data page
- D. Configure .AccountHolder as a reference property

Correct Answer: C

QUESTION 3

Management reports that have an unacceptably large number of cases are incorrectly identified as duplicate cases.

Which two approaches could you use to modify the duplicate case search process so that it produces fewer invalid duplicates? (Choose Two)

- A. Add a Persist Case step after the Duplicate Search step.
- B. Adjust the condition weights.
- C. Adjust the threshold value.
- D. Do not use a must match condition.

Correct Answer: BC

QUESTION 4

An application contains a flow action with an Apply to: class of TGB-HRApps-Work-TimeOff. When updating the application, you have a requirement to move the flow action to TGB-HRApps-Work so it can be used by more than one case type.

How do you prevent the application from using the rule in TGB-HRApps-Work-TimeOff?

- A. Set the availability of the flow action in TGB-HRApps-Work to "Final".
- B. Set the availability of the flow action in TGB-HRApps-Work-TimeOff to "Not available".
- C. Set the availability of the flow action in TGB-HRApps-Work-TimeOff to "Blocked".
- D. Set the availability of the flow action in TGB-HRApps-Work-TimeOff to "Withdrawn".

Correct Answer: B

QUESTION 5

You are configuring a screen flow as shown below:



Steps three through five must be completed in order. How do you configure the screen flow to meet this requirement?

- A. Select the Enable navigation link option for step four, and the Only allow navigating back to this step option for step five.
- B. Select the Enable navigation link option for both steps, and the Only allow navigating back to this step option for step four.
- C. Select the Enable navigation link option for both steps, and the Only allow navigating back to this step option for step five.
- D. Select the Enable navigation link and Only allow navigating back to this step options for both steps four and five.

Correct Answer: A

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