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QUESTION 1

Where is the behavior of Priority Data Lookup defined for a problem record?

- A. Problem Priority script
- B. Priority Problem Lookup record
- C. Problem Priority UI
- D. Priority Data tables

Correct Answer: B

QUESTION 2

Which of the following are defined for a given change model? (Choose three.)

- A. Phase transitions
- B. State model
- C. State transition conditions
- D. Phase model
- E. State transitions

Correct Answer: BCE

QUESTION 3

What will be the change request's state once a member of the CAB Approval group rejects the approval request?

- A. Assess
- B. New
- C. Rejected
- D. Canceled

Correct Answer: B

QUESTION 4

Which property on an order guide will pass variables from one item to another item with equivalent variables?

- A. Waterfall Variables



- B. Share Variables
- C. Cascade Variables
- D. Mirror Variables

Correct Answer: C

QUESTION 5

Leads come to Universal Containers from various sources and need to be assigned to the correct sales team. When a lead comes from the APAC region, it can be passed to an external partner if the Sales Director approves the transfer. The partner's channel manager must be notified when the partner has been assigned the lead.

Which combination of automation tools is needed to meet minimally these requirements?

- A. Assignment rules and approval processes
- B. Assignment rules, approval processes, and workflow rules
- C. Assignment rules and workflow rules
- D. Assignment rules, auto-response rules, and workflow rules

Correct Answer: B

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