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QUESTION 1

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

- A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.
- B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.
- C. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis.
- D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: B

QUESTION 2

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

- A. Add an assignment to the case life cycle.
- B. Add an alternate stage to the case life cycle.
- C. Add a stage with a start condition to the case workflow.
- D. Add an optional action to the case workflow.

Correct Answer: D

QUESTION 3

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 satisfied the user story.

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



Correct Answer: C

QUESTION 4

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Select and Place:

Business Architect Tasks

Groom backlog stories

Playback configurations

Prepare for project kickoff meeting

Capture sessions on discrete aspects of the case type

Journey Centric Development project order

Correct Answer:

Business Architect Tasks

Journey Centric Development project order

Prepare for project kickoff meeting

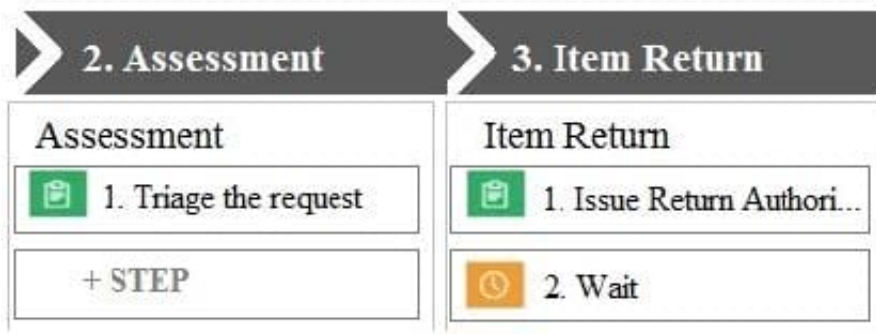
Playback configurations

Capture sessions on discrete aspects of the case type

Groom backlog stories

QUESTION 5

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

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