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QUESTION 1

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

- A vice president must approve all expense reports over 2500 USD.
- An agent who speaks Russian must work on the case.
- Accounts Receivable must audit incoming billing requests.
- A series of data collection screens must be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

-
-
-
-

Answer Area

Use Case	Router
An agent who speaks Russian must work on the case.	Route to a specific user.
A series of data collection screens must be completed by the same user.	Route to a work queue.
Accounts Receivable must audit incoming billing requests.	Route to a skilled work group.
A vice president must approve all expense reports over 2500 USD.	Route to the current user.

QUESTION 2

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

A. Is any special correspondence needed?



- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: C

QUESTION 3

In a help desk application, you have the following requirement: The Customer Support Representative must respond to a help desk ticket within 4 hours after a customer submits a ticket. Where do you configure the service level to meet this requirement?

- A. The stage
- B. The step
- C. The case type
- D. The process

Correct Answer: D

QUESTION 4

Which two dependencies do you enforce with a Wait step? (Choose two.)

- A. Pausing a case until a predetermined time expires
- B. Preventing a case from resuming until an automated decision executes
- C. Preventing a case from entering a stage until a condition is met
- D. Pausing a case until another case (or all cases) reach a specified status

Correct Answer: BC

QUESTION 5

Consider this requirement for a business transaction:

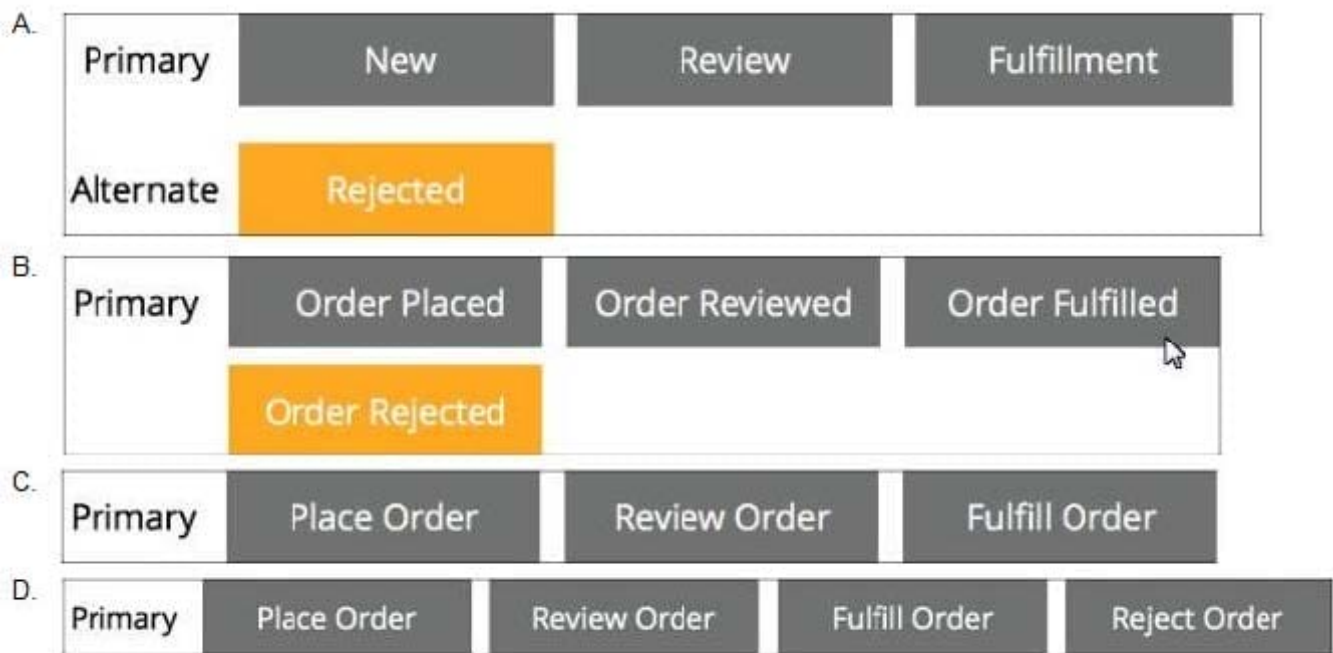
An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

If approved, the request is forwarded to the Fulfillment department.

If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

The Fulfillment department will process the request if the requested items are in stock.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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