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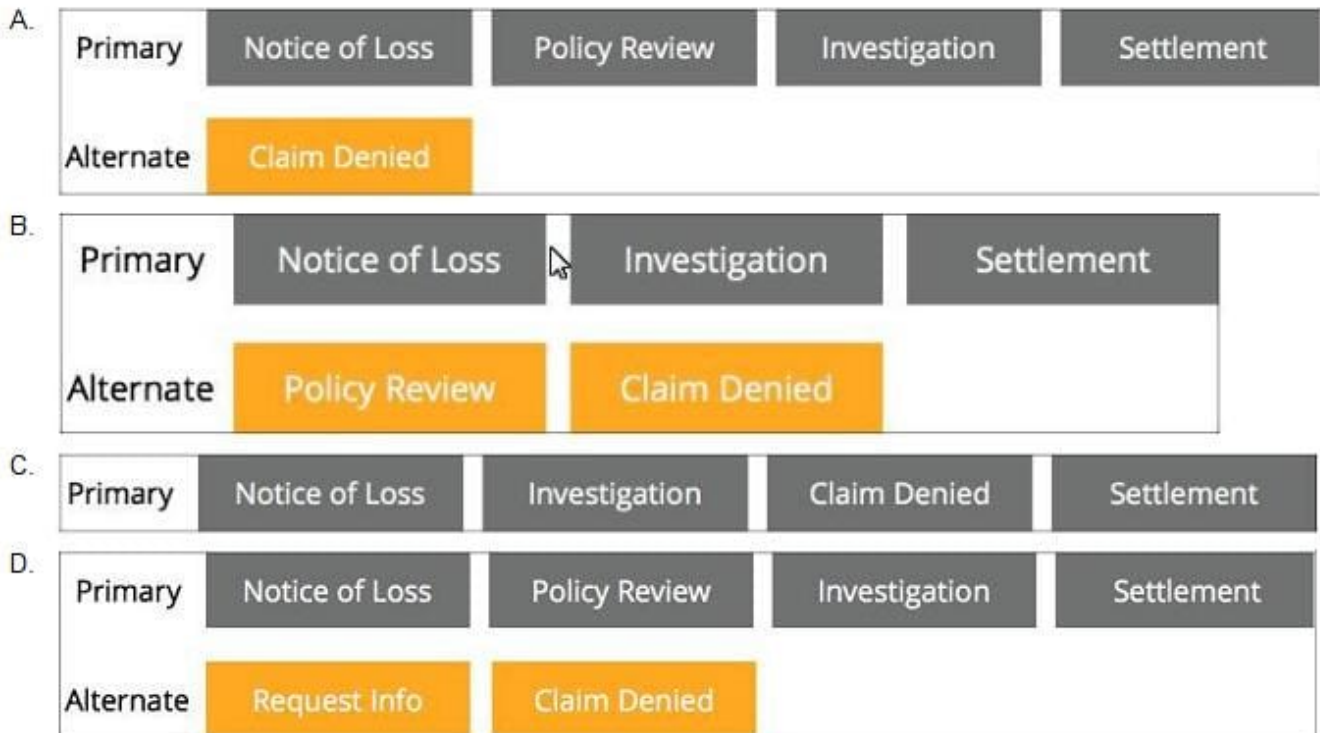




QUESTION 1

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

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: D

QUESTION 2

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?



- A. Add the manager approval to an alternate stage in the case life cycle.
- B. Configure a parallel process for each of the required approvals.
- C. Add an optional process to each approval in the appropriate stage.
- D. Configure a single cascading approval based on an authority matrix.

Correct Answer: D

QUESTION 3

Consider the following user story:

As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view? (Choose two.)

- A. Will field information about the temporary member be stored in an external database?
- B. What fields does the account owner need to see to be able to add a temporary member?
- C. How do the fields for the temporary member need to be displayed?
- D. Do the fields about the temporary member need to be displayed in multiple languages?

Correct Answer: BC

QUESTION 4

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 5

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the employees of the manager and their hire dates.

How do you support this request?

- A. Summarize the manager column.
- B. Sort the manager column.
- C. Group the manager column.
- D. Filter the manager column.

Correct Answer: C

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