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QUESTION 1

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 2

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Request from customers with Platinum credit cards automatically skip this process. What task do you perform to implement this requirement?

A. In the Employment Information process add a custom condition to test the card type.

B. In the Employment Information process add an Approve/Reject step to test the card type.

C. In the Employment Information process add a card type true/false field to a user view.

D. In the Employment Information process validate card type for continued processing.

Correct Answer: C

QUESTION 3

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 4

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open accounts, the Date account opened must be before the current date. Select the approach that meets the validation requirements.

A. Use a validate rule to verify the Date account opened is in the past.

B. Use a calendar control to verify the Date account opened is in the past.

C. Use a pick list to verify the Date account opened is in the past.

D. Use a when rule to verify the Date account opened is in the past.

Correct Answer: D

QUESTION 5

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.
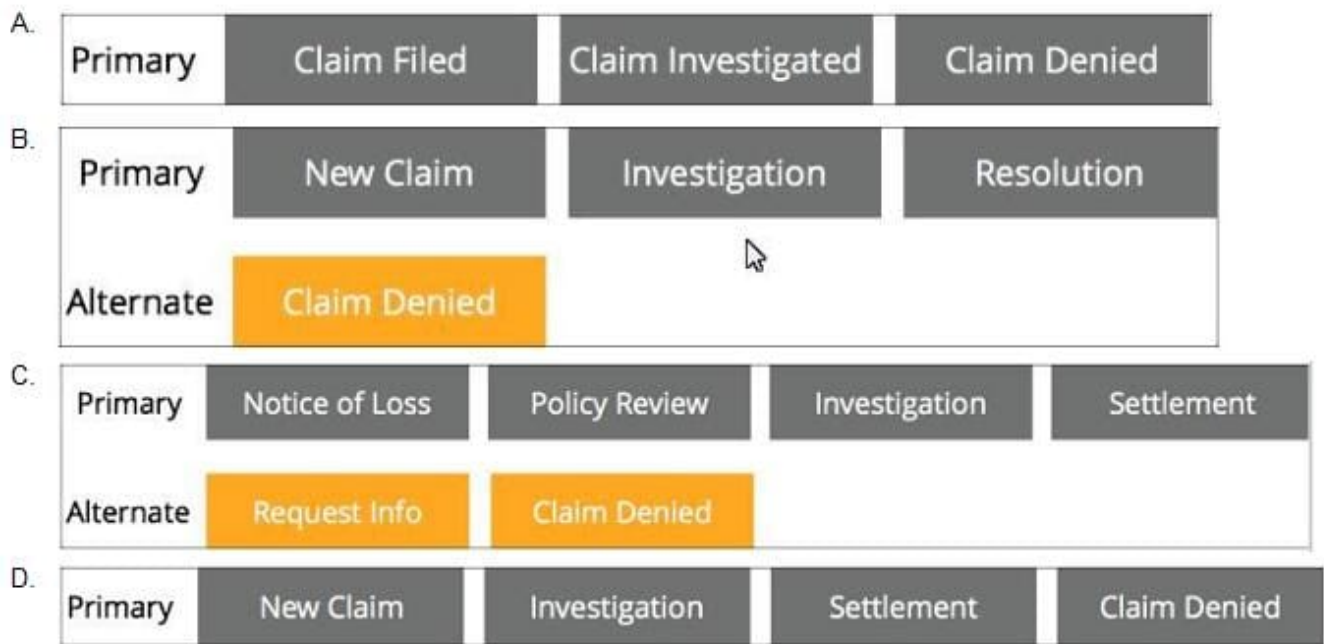
The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

If the fraud claim is rejected, the customer is notified and given 15 days to respond.

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

A.

| Primary | Claim Filed | Claim Investigated | Claim Denied |

B.

| Primary | New Claim | Investigation | Resolution |

| Alternate | Claim Denied |

C.

| Primary | Notice of Loss | Policy Review | Investigation | Settlement |

| Alternate | Request Info | Claim Denied |

D.

| Primary | New Claim | Investigation | Settlement | Claim Denied |

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: B