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QUESTION 1

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

QUESTION 2

A Customer requests roadside assistance. The insurance company creates an Assistance Request case and this results in a creation of a Service Request case which is assigned to a Service provider. Which configuration is the best practice to copy all customer information from the Assistance Request case to the Service Request case?

- A. Use a Declare Expression.
- B. Use Data Propagation.
- C. Use a Data Transform.
- D. Use Case Calculations.

Correct Answer: B

QUESTION 3

A customer applies for a credit card. In order for the credit card to be approved, the credit card consultant must receive the results of a credit check.

How do you configure the case types to reflect their relationship?

- A. Make credit card request a child case of credit check.
- B. Make credit check a child case of credit card request.
- C. Make both loan request and credit check top cases.
- D. Make credit check a spin-off case of credit card request.

Correct Answer: B

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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

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement Answer Area Application Design Requirement Design Approach Present the user only with fields relevant to the current task. Assignement Instruction Guide the user to perform the expected task. Intent-driven UI Record the justification for an action taken on a case. Assignment notification Inform the user of a pending assignment. Audit note

Correct Answer:

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Application Design Requirement	Answer Area	
	Application Design Requirement	Design Approach
	Guide the user to perform the expected task.	Assignement Instruction
	Present the user only with fields relevant to the current task.	Intent-driven UI
	Inform the user of a pending assignment.	Assignment notification
	Record the justification for an action taken on a case.	Audit note

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