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QUESTION 1

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Approve Employee Request
- B. Request Employee
- C. Review Request
- D. Manager Approves Request

Correct Answer: C

QUESTION 2

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Use the purchase requests column to group the cost centers.
- B. Filter the results so that only cost center and purchase requests are included in the report.
- C. Summarize the regional cost centers by count.
- D. Summarize the purchase request column by count.

Correct Answer: D

QUESTION 3

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 4

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 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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