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QUESTION 1

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Add a stage-only action to each stage in the case life cycle
- B. Configure the Cancel button on the user views to resolve the case.
- C. Add a case wide action to the case life cycle.
- D. Add an alternate stage to the case life cycle.

Correct Answer: D

QUESTION 2

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 3

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route the request to a manager who assigns the agent.
- B. Route requests to a skilled work group.
- C. Route to a skilled member of a work group.



D. Route to a work group based on the location.

Correct Answer: B

QUESTION 4

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.
- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.

Correct Answer: B

QUESTION 5

A home loan application requires application the legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

- A. Create an approval step with cascading approval.
- B. Apply business logic to route a single assignment in the correct order.
- C. Route an assignment to a work queue where both roles have access.
- D. Create an approval process for each manager in parallel.

Correct Answer: A
