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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 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: D

QUESTION 3

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



Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Claim Denied			

B

Primary	Notice of Loss	Investigation	Settlement
Alternate	Policy Review	Claim Denied	

Primary	Notice of Loss	Investigation	Claim Denied	Settlement
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D

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 4

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Send a notification to the assigned user.
- B. Add an instruction to the assignment.
- C. Add an optional action to the case to explain the task.
- D. Add the corresponding step to an appropriate stage.



Correct Answer: B

QUESTION 5

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.



What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to a specific user using the Use business logic option.
- B. Route the job application to an operator within a skilled group using the Specific user option.
- C. Route the job application to a specific queue using the Use business logic option.
- D. Route the job application to an appropriately skilled operator using the Specific user option.

Correct Answer: D

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