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QUESTION 1

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

A vice president must approve all expense reports over 2500 USD.

An agent who speaks Russian must work on the case.

Accounts Receivable must audit incoming billing requests.

A series of data collection screens must be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens must be completed by the same user.	Route to the current user.

QUESTION 2

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose Two.)



- A. Speed
- B. Accuracy
- C. Testing
- D. Coding

Correct Answer: AB

QUESTION 3

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 4

Select the characteristic used to identify candidate rules to be delegated to business users.

- A. Changing business conditions require that the rule be managed without IT intervention.
- B. Ownership of changes to delegated rules changes from work group to work group.
- C. Frequent changes are needed to continuously redefine the user experience.
- D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: A

QUESTION 5

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

- A. Add the manager approval to an alternate stage in the case life cycle.
- B. Configure a parallel process for each of the required approvals.
- C. Add an optional process to each approval in the appropriate stage.
- D. Configure a single cascading approval based on an authority matrix.



Correct Answer: B

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