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QUESTION 1

Consider the following scenario:

*During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

*Next, an email invitation is sent to the candidate.

*During the interview, the hiring manager captures notes from the discussion.

*Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose Two)

- A. Schedule Interview
- B. Notify Candidate
- C. Ask Questions
- D. Technical Exercise

Correct Answer: AB

QUESTION 2

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 3

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open account, 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 control 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: A

QUESTION 4

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case. Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

- A. Add an assignment to the case life cycle.
- B. Add an alternate stage to the case life cycle.
- C. Add a stage with a start condition to the case workflow.
- D. Add an optional action to the case workflow.

Correct Answer: D

QUESTION 5

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Delivery project order column and place them in the correct order.

Select and Place:



Business Architect Tasks

Journey Centric Delivery project order

- Playback configurations
- Refine backlog stories
- Prepare for project kickoff meeting
- Capture sessions on discrete aspects of the case type

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Correct Answer:

Business Architect Tasks

Journey Centric Delivery project order

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- Prepare for project kickoff meeting
- Capture sessions on discrete aspects of the case type
- Refine backlog stories
- Playback configurations

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