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**QUESTION 1**

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



B



D



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 2



As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

- A. As part of the case configuration
- B. As part of the stage configuration
- C. As a separate process step
- D. As an alternate stage

Correct Answer: C

QUESTION 3

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 4

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 requests column by count.

Correct Answer: D

QUESTION 5

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

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