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QUESTION 1

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

- A. When Verify solution step starts
- B. When the Process ticket step starts
- C. When the Process ticket step completes
- D. When the Triage stage completes

Correct Answer: B

QUESTION 2

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

- A. Add a Send Email step as an optional action.
- B. Add a Send Email step and include all required parties.
- C. Route the email to all the recipients in a Collect Information step.
- D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 3

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the



assignment urgency impact the deadline and passed intervals?

- A. The user is notified that the maximum urgency value has been reached.
- B. Urgency value remains at 100, but other service level processing continues.
- C. Urgency value continues to increment as configured.
- D. Service level processing is halted until the assignment is completed.

Correct Answer: B

QUESTION 4

Consider the following user story:

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

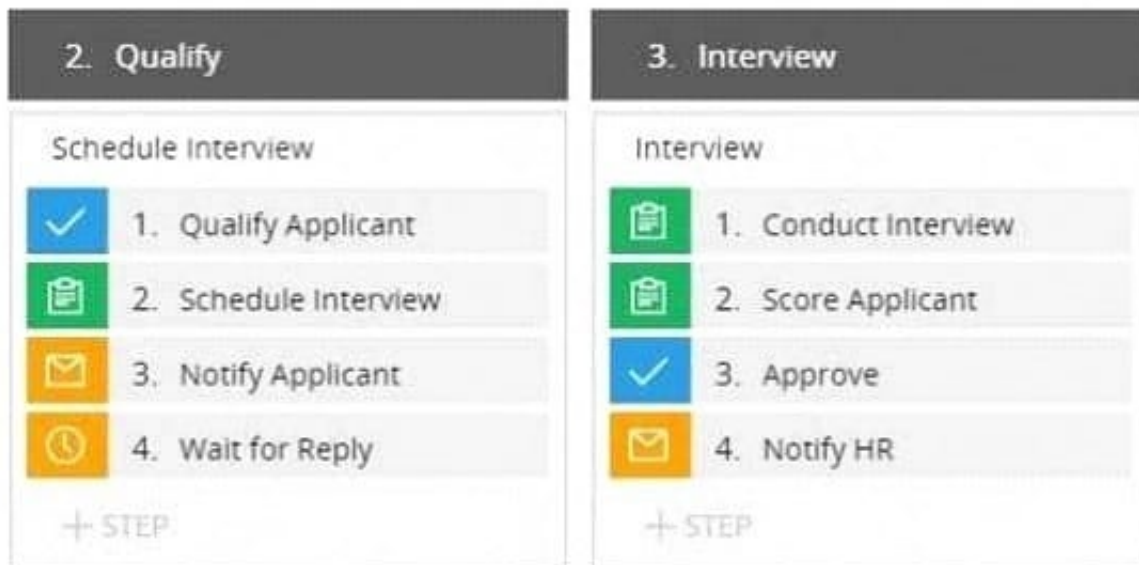
Select the configuration option that satisfies the user story.

- 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 5

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.



To meet this requirement, you apply a goal and deadline to the _____.

- A. Case type
- B. Schedule Interview process
- C. Interview stage
- D. Schedule Interview step

Correct Answer: D

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