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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

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



An applicant submits a loan request. The system validates information on the loan application and calculates the credit score of the applicant based on credit reports and the account history with the bank.

*If the credit score is unacceptable, the customer is notified of the result and the loan application is closed.

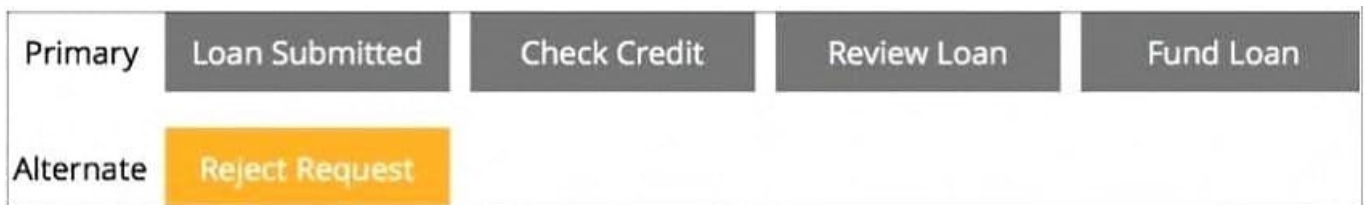
*If the credit is acceptable, the loan application is forwarded to a loan officer for review.

* If the loan officer approves the loan request, the loan application is sent to the underwriting department for processing.

*If the loan officer rejects the loan request, the customer is notified of the result and the loan application is closed.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages for the use case.

A



B



D



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

QUESTION 4



A home loan application requires application the legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

- A. Create an approval step with cascading approval.
- B. Apply business logic to route a single assignment in the correct order.
- C. Route an assignment to a work queue where both roles have access.
- D. Create an approval process for each manager in parallel.

Correct Answer: A

QUESTION 5

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement

Present the user only with fields relevant to the current task.

Guide the user to perform the expected task.

Record the justification for an action taken on a case.

Inform the user of a pending assignment.

Answer Area

Application Design Requirement

Design Approach

	Assignment Instruction
	Intent-driven UI
	Assignment notification
	Audit note

Correct Answer:



Application Design Requirement

Answer Area

Application Design Requirement

Design Approach

Guide the user to perform the expected task.

Assignment Instruction

Present the user only with fields relevant to the current task.

Intent-driven UI

Inform the user of a pending assignment.

Assignment notification

Record the justification for an action taken on a case.

Audit note

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