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QUESTION 1

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

- ☐ A.
- | | | | |
|-----------|--------------|---------------|------------|
| Primary | New Claim | Investigation | Resolution |
| Alternate | Claim Denied | | |
- ☐ B.
- | | | | |
|---------|-------------|--------------------|--------------|
| Primary | Claim Filed | Claim Investigated | Claim Denied |
|---------|-------------|--------------------|--------------|
- ☐ C.
- | | | | | |
|-----------|----------------|---------------|---------------|------------|
| Primary | Notice of Loss | Policy Review | Investigation | Settlement |
| Alternate | Request Info | Claim Denied | | |
- ☐ D.
- | | | | | |
|---------|-----------|---------------|------------|--------------|
| Primary | New Claim | Investigation | Settlement | Claim Denied |
|---------|-----------|---------------|------------|--------------|

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

QUESTION 2

User A should have application permissions that are identical to User B's permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

A. Add the My Cases page to the User A profile.

B. Add the My Cases page to the User A role.

C. Update the User A account to access the same portal as User



D. Update User A to the same role as User B.

Correct Answer: D

QUESTION 3

Which configuration informs a user by email when an assignment is added to the user's worklist?

- A. Configure the case type to send assignment notifications to assigned users.
- B. Add a Send Notification step to the process after the assignment to notify the assigned user.
- C. Configure a service level to send a notification to the assigned user.
- D. Add a Send Email step to the process after the assignment to notify the assigned user.

Correct Answer: A

QUESTION 4

Which two situations require a data type? (Choose Two)

- A. A Currency drop-down is populated with values from an external system of record.
- B. Patient medical history is accessed from and written to an external system of record.
- C. A Work preference picklist is populated with two values: Full time and Part time.
- D. A Date of account creation field is set to a default value of the current date.

Correct Answer: AC

QUESTION 5

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Manager Approves Request
- B. Approve Employee Request
- C. Request Approval
- D. Review Request

Correct Answer: D



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