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QUESTION 1

Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.

Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

A. Configure the request type as a weighted condition.

B. Configure a time period for the request date as a weighted condition.

C. Configure the apartment address as a weighted condition.

D. Configure the apartment address as a basic condition.

E. Configure the tenant name as a basic condition.

Correct Answer: ACE

QUESTION 2

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee.

To meet this requirement, you design a case with a_____.

A. change stage step to allow the employee to route to the manager

B. step that routes to the manager

C. process that routes to the manager

D. stage to route requests to the manager

Correct Answer: B

QUESTION 3

You are defining a view for a loan application. If the loan applicant indicates that there is an existing open account, the Date account opened must be before the current date.

How do you configure the case type to verify that the value of Date account opened is in the past?

A. Use a calendar control.

B. Use a pick list control.

C. Use a validation condition.

D. Use a when condition.

Correct Answer: C

QUESTION 4

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

QUESTION 5

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

A. Customer

B. Work queue

C. Interested individual

D. Owner

Correct Answer: B

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