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QUESTION 1

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Assign a new insurance claim to a case worker to process.
- B. Phone a customer for additional information about the case.
- C. Fax a new insurance claim to the auto repair shop.
- D. Text the customer with status changes in an insurance claim.

Correct Answer: AD

QUESTION 2

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	Answer Area	
	Application Design Requirement	Design Approach
Present the user with fields relevant to the current task.		Assignment instruction
Guide the user to perform the expected task.		Intent-driven UI
Record the justification for an action taken on a case.		Assignment notification
Inform the user of a pending assignment.		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 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



QUESTION 3

You need to send an email to customers who are approved for a mortgage. The system automatically sends a preliminary approval to customers by email. How do you configure the case to achieve this behavior?

- A. Enable email notifications on the case type.
- B. Enable email notifications on the case type, and then add a Send Email step to the case life cycle after the Approval step.
- C. Add a Send Email step to the case life cycle after the Approval step.
- D. Configure a Collect Information step with read-only information, and then route the step to the customer.

Correct Answer: A

QUESTION 4

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.

Select the case type relationship that satisfies the requirement.

- A. Configure checkout request as a child case of hotel review.
- B. Configure hotel review as a child case of the checkout request.
- C. Configure hotel review as a parallel process to the checkout request.
- D. Configure both checkout request and hotel review as top-level cases.

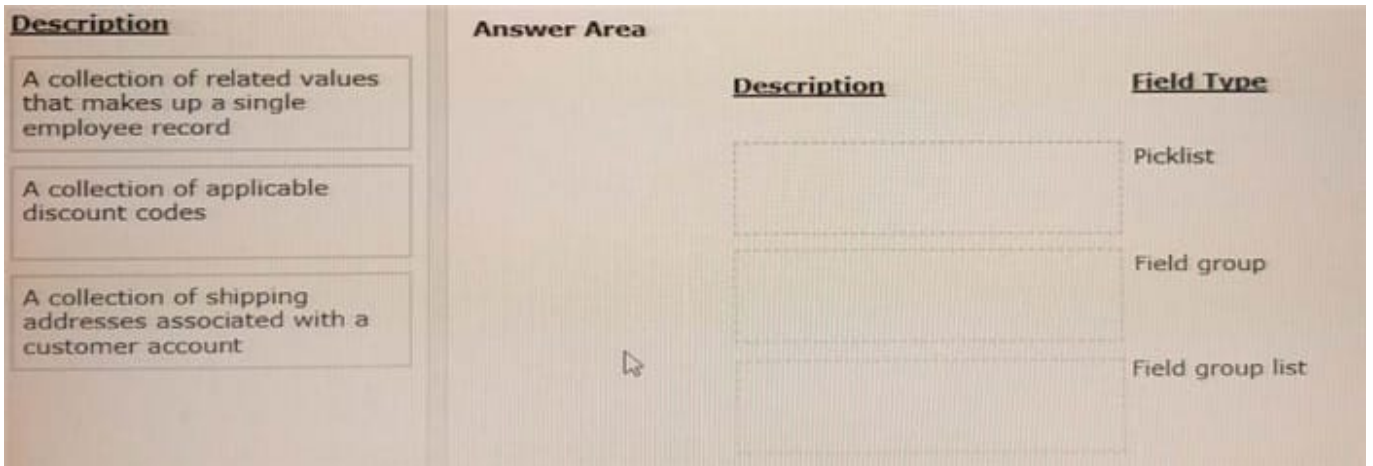
Correct Answer: C

QUESTION 5

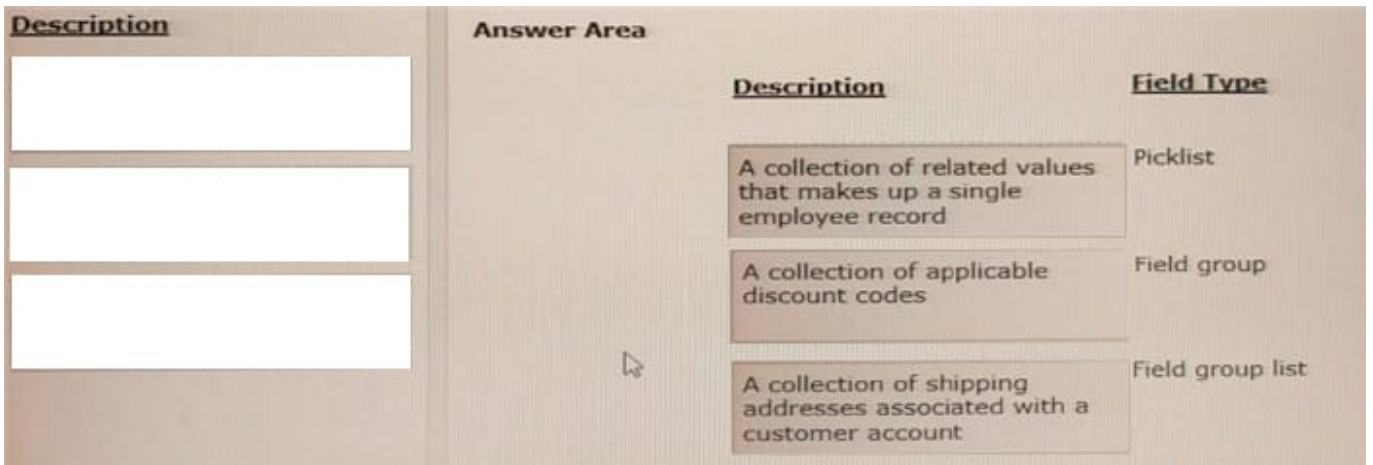
DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:



Correct Answer:



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