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**QUESTION 1**

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Summarize the regional cost centers by count.
- B. Create a filter for each cost center and count the case IDs.
- C. Summarize the case ID column by count.
- D. Define a function for the cost center column to total the case IDs.

Correct Answer: C

QUESTION 2

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add each vehicle claim as a child case of the accident claim.
- B. Add a manual approval step to the accident claim case.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.

Correct Answer: AD

QUESTION 3

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

Correct Answer: C



QUESTION 4

A car insurance quote requires a view for potential customers to enter information to process the request. What are the three primary decisions to make before you add fields to the view? (Choose Three)

- A. Is field entry required?
- B. How do users enter values into the field?
- C. Do users need to see the field?
- D. Does the field require a data source?
- E. Are processing actions applied to the field?

Correct Answer: CDE

QUESTION 5

Which two dependencies do you directly enforce with a Wait step? (Choose Two)

- A. Pausing a case until a predetermined time expires
- B. Pausing a case until a user submits a specified value
- C. Pausing a case until another case reaches a specified status
- D. Pausing a case until a new child case is created

Correct Answer: BC

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