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Questions & Answers

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Question: 1

Which two scenarios require you to configure conditional processing within the case type? (Choose Two.)

A. A scholarship eligibility application requires students to enter standardized test scores, Students with qualifying test scores can schedule and interview. Students without qualifying test scores receives a rejection email.
B. A catering booking application requires customers to enter information about the expected party size, event date, and event time. When customers submit the information the catering company sends a confirmation email.
C. An application requires customer to select the type of request in a drop-down list. The system routes the request to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.
D. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

Answer: A, D

Explanation:

Question: 2

You are developing a Visa case type to process entry visa applications. As part of the process, applicants schedule an interview with the consulate. An Interview child case is created for the interview process. Following the interview, the consulate reaches a decisions within 48 hours or more. For Visa case to proceed to application notification, the Interview case needs to be resolved.
After you create the Interview child case, how to do you configure the case type to achieve the required behavior?

A. Following the Create Case step, add a Wait step that pauses the parent case until the application schedules the interview.
B. Following the Create Case step, add a Wait step that pauses the parent case until the Interview reaches the Resolved status.
C. Following the Create Case step, add a services-level agreement (SLA) that escalates the parent case after 48 hours.
D. Following the Create Case step, add an Interview step that is automatically resolved after 48 hours.

Answer: B

Explanation:

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Question: 3

Which scenario is a use case for the Wait step?

A. The customer cannot complete an application for a checking account until a bank representative reviews their credit report.
B. An agent needs to send a confirmation email to an insured customer after they complete a form.
C. A payroll user cannot process a salary increase until the department manager approves the increase.
D. The customer needs to log in to their account before receiving a membership discount on an online purchase.

Answer: C

Explanation:

Question: 4

A requirement states When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.
Select the case type relationship that satisfies the requirement.

A. Make both loan request and credit check top cases.
B. Make credit check a spin-off case of credit card request.
C. Make credit check a child case of credit card request.
D. Make credit card request a child case of credit check.

Answer: D

Explanation:

Question: 5

University admission application cases automatically advance in the case life cycle if the application standardized test scores are above a certain threshold.
The threshold is determined each year based on the provided national average score.
Which two configurations, when applied together, support this requirement? (Choose Two.)

A. Configure a process with a decision shape that continues if the TestThreshold configuration setting is less than the applicant's test score.
B. Configure a testThreshold Configuration setting that calculates the national average for the test score threshold.
C. Configure a process with a decision shape that continues if the TestThreshold Configuration setting is than the application's test score.
D. Configure a TestThreshold Configuration setting with the national average for the test score threshold.

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Answer: A, D

Explanation:

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