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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.

Correct Answer: AD

QUESTION 2

HOTSPOT

Select the corresponding user interface (UI) action set component for each behavior in the Answer area.

Hot Area:

Behavior

UI Action Set Component

Get next work

Event	
Action	
Condition	

Required

Event	
Action	
Condition	

Tab key

Event	
Action	
Condition	

Correct Answer:

Behavior

UI Action Set Component

Get next work

Event	
Action	
Condition	

Required

Event	
Action	
Condition	

Tab key

Event	
Action	
Condition	

QUESTION 3

Select the three benefits of using Direct Capture of Objectives (DCO). (Choose Three)

- A. Generate the latest code from business-friendly metaphors.
- B. Empower project participants to review development progress.
- C. Facilitate collaboration between business and IT around working models.
- D. Automate custom business processes.
- E. Enter and store business requirements in the application.

Correct Answer: ACD

QUESTION 4

In a claims application customers can file home insurance claims. Each claims contains a list of items of loss. Depending on the situation, some claims... investigated for potential fraud in parallel to the actual claim process.

Which two case types do you create to support this scenario? (Choose two.)

- A. Items of loss
- B. Customer

C. Claim

D. Fraud Investigation

Correct Answer: AD

QUESTION 5

To reduce scrolling on a view, you want to organize existing content so that details display when an option is selected in a drop-down menu. There is no drop-down menu currently on the view.

Which two configurations achieve the business requirement? (Choose Two)

A. Configure a layout group to separate each option into individual panels and set the layout to a menu format.

B. Configure a disable condition (when rule) on each field to allow access when the associated option is selected on the drop-down control.

C. Configure a repeating dynamic layout with an embedded section for each option and set the layout format to grouped.

D. Configure a data relationship to select the option using the Drop-down list record selection.

Correct Answer: AD

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