

QUESTIONS & ANSWERS

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Question: 49

A Customer applies for a credit card. In order for the credit card to be approved, the credit card consultant must receive the results of a credit check.

How do you configure the case types to reflect their relationship?

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

Answer: A

Question: 50

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.

Answer: C

Question: 51

A loan application requires a borrower data type with fields to collect first/last name, address, employment, income, credit score, etc. In certain situations data type of spouse/partner and/or cosigner are required.

Can all data types reuse the same properties? (Choose One)

- A. Yes, if each data type references the same data class
- B. No, each data type must reference a unique data class
- C. Yes, if each field references the same data source
- D. No, each data type must reference a unique data source

Answer: A

Question: 52

Consider the following user story: As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view?

(Choose Two)

- A. Will field information about the temporary member be stored in an external database?
- B. What fields does the account owner need to see to be able to add a temporary member?
- C. Do the fields about the temporary member need to be displayed in multiple languages?
- D. How do the fields for the temporary member need to be displayed?

Answer: B,D

Question: 53

Which statement best represents the relationships between controls, formats, and mixins? (Choose One)

- A. A mixin specifies a control which defines a format
- B. A control specifies a mixin which defines a format
- C. A format uses a mixin that defines a control
- D. A control specifies a format which uses a mixin

Answer: D

Question: 54

Where is a When rule referenced when called from a flow? (Choose One)

- A. Assignment
- B. Decision
- C. Service Level
- D. Connector
- E. Fork

Answer: D

Question: 55

You are configuring a declarative network that contains eleven declare expressions to calculate the interest rate for a home mortgage. For example, the target value Property Tax Assessment is used as a source value when calculating the Assessed Property Value. The declare expressions use target values from other expressions to calculate their target values. The field that displays the interest rate appears on the approval form.

To improve performance, how can you reduce the number of calculations?

- A. Specify whenever used in the total interest rate declare expression
- B. Specify Property Tax Assessment as trigger event in the declare expression that calculates the total interest rate value
- C. Apply the declare expression in the approval flow action
- D. Calculate the total interest rate value by adding all the declare expression target property values

Answer: A

Question: 56

An insurance compagny offers personal property insurance. Jewelry is a special type of personal property. Jewelry coverage requires that the user managing the request is trained to appraise jewelry. Assignments for jewelry appraisals must go to skilled users .

Which routing approach whould you use?

- A. Route requests to a reporting manager who assigns the request to a user to ensure fast processing
- B. Route requests to a work group whose members have the skill rating parameters
- C. Route directly to users who are members of a work group that uses skill rating parameters
- D. Route requests to a decision table that routes the request to a work group in a location where there are users who have appraisal skills

Answer: B

Question: 57

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 a waitstep to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B. Add each vehicle claim as a child case of the accident claim.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a parallel process for vehicle claims in the accident claim resolution stage.

Answer: A,C

Question: 58

Direct Capture of Objectives (DCO) provides many benefits .

Which of the following are benefits of DCO? (Choose Two)

- A. Provide real-time awareness of project development to all project participants.
- B. Automatically define and store application requirements.
- C. Easily convert legacy operations to automated business processes.
- D. Use working models to better facilitate business and IT collaboration.

Answer: B,D

Question: 59

HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes.

In the Answer area, identify the output type for each deliverable or outcome.

Answer Area	
<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<div>Long-term goal</div> <div>Solution prototype</div> <div>Journey/process maps, diagrams, and empathy maps</div> <div>Problem/opportunity statements</div> <div>User-testing results</div>

Answer:

Answer Area	
<u>Deliverable/Outcome</u>	<u>Output Type</u>
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Question: 60

How do you route an assignment so that any available member of the Finance department can perform the task?

- A. Route the assignment to a work list.
- B. Route the assignment to the admin user I
- D. Route the assignment separately to all members.
- E. Route the assignment to a work queue.

Answer: A

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