QUESTION & ANSWERS

A report contains columns for Customer, Billing Cycle, Credit Card, and Expiration Date. A manager requests that the report show only those customers who meet the following conditions:

* The customer is on a monthly billing cycle

* The credit card is either MoreCash or Vista

* The credit card expires within

Which set of filtering condition returns a report with the desired data?

   A. Credit Card equals MoreCash OR Credit Card equals Vista AND Billing Cycle is not quarterly AND Expiration Date is less than 60 days

   B. Credit Card equals MoreCash OR Credit Card (equals Vista AND Billing Cycle equals monthly AND Expiration Date equals next 60 days

   C. Credit Card equals MoreCash AND Credit Card equals Vista AND Billing Cycle equals monthly AND Expiration Date is 60 days greater than today

   D. Credit Card equals MoreCash or Vista, Billing Cycle monthly, and Expiration Date equals next 60 days
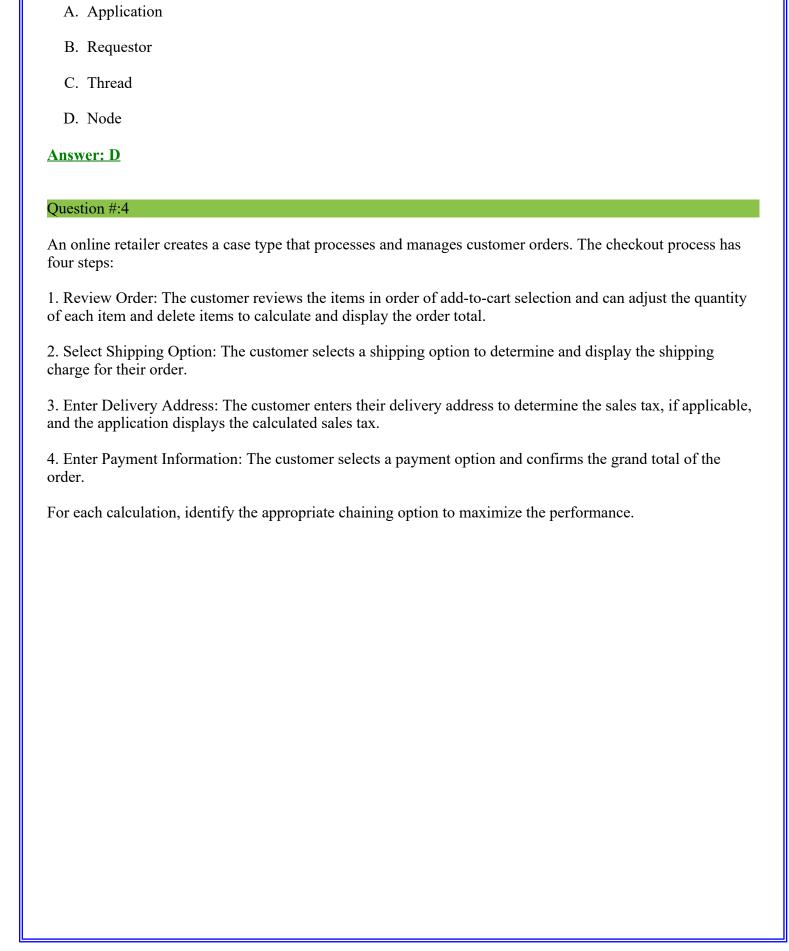
Answer: B

In an application for configuring hardware equipment for new employees, the manager chooses a laptop model from a drop-down list. The list of available laptop models is maintained in an external system and may change over time. Which of the following do you use as the data source for this drop-down list?

   A. A data page

   B. A local list

   C. A data table

   D. A data transform

Answer: A

Your online shopping application servers international customers. You need to define a data page that holds currency rates. All users accessing the application need to use the information. The Scope of this Page should be set to_____.

A. Application

B. Requestor

C. Thread

D. Node

Answer: D

Question #:4

An online retailer creates a case type that processes and manages customer orders. The checkout process has four steps:

1. Review Order: The customer reviews the items in order of add-to-cart selection and can adjust the quantity of each item and delete items to calculate and display the order total.

2. Select Shipping Option: The customer selects a shipping option to determine and display the shipping charge for their order.

3. Enter Delivery Address: The customer enters their delivery address to determine the sales tax, if applicable, and the application displays the calculated sales tax.

4. Enter Payment Information: The customer selects a payment option and confirms the grand total of the order.

For each calculation, identify the appropriate chaining option to maximize the performance.

Answer Area

Line total (item price * quantity)

| Forward chaining |
| Backward chaining |

Order total (sum of line totals)

| Forward chaining |
| Backward chaining |

Shipping charge (calculated from a decision rule)

| Forward chaining |
| Backward chaining |

Sales tax (order total * tax rate)

| Forward chaining |
| Backward chaining |

Grand total (order total + sales tax + shipping charge)

| Forward chaining |
| Backward chaining |

Answer:

Process Step	Answer Area		
A user enters information for an IT request.			
The system evaluates the request type and urgency to branch the process.			
The system calls a triage flow.			
The system notifies the user of the case status by email.			

Process Step	Flow Shape
The system calls a triage flow.	Utility
The system evaluates the request type and urgency to branch the process.	Decision
The system notifies the user of the case status by email.	Subprocess
A user enters information for an IT request.	Assignment