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**QUESTION: 1**

True or False, Flow-action-based dialog requires that a dialog rule be referenced from the assignment and flow action within the workflow diagram.

- A. True
- B. False

**Answer: B**

**QUESTION: 2**

True or False, For each individual CPM service item type, you can choose whether to use flow action-based dialog or assignment-based dialog.

- A. True
- B. False

**Answer: B**

**QUESTION: 3**

Which of the following is NOT a best practice in CPM dialog management \_\_\_\_\_?  
(Choose One)

- A. Dialog rules should be contained in a separate RuleSet from other configuration such as flows and flow actions
- B. Dialog scripts should contain “what to say”; not “what to do”
- C. Dialog scripts should include references to customer data
- D. CSRs should be encouraged to configure personal dialog scripts

**Answer: D**

**QUESTION: 4**

Which of the following would you configure in order to specify the subset of properties that can be included within dialog scripts. (Choose One)

- A. Interaction driver rule
- B. Decision table rule within the dialog class
- C. Data source rule
- D. Map value rule within the dialog class

**Answer: C**

**QUESTION: 5**

Which of the following is a best practice for design of the CPM composite area? (Choose One)

- A. Data that is visible in the composite should never be repeated/duplicated in service item flow actions
- B. Sections within composite tabs should allow for data edit/update
- C. Composite tabs should be conditionally displayed based on the customer

**Answer: C**

**QUESTION: 6**

True or False, As a best practice, you should embed all CPM customer composite pages within the pyWorkPage of the service item/object.

- A. True
- B. False

**Answer: B**

**QUESTION: 7**

True or False, Switching the CPM Composite “context” refers to conditionally displaying tabs based on customer data.

- A. True
- B. False

**Answer: B**

**QUESTION: 8**

Which of the following is NOT a valid knowledge topic content type. (Choose One)

- A. File
- B. Activity
- C. HTML



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