

[Sep 22, 2024 New Appian ACA100 Dumps with Test Engine and PDF (New Questions) [Q20-Q43]



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[Sep 22, 2024 New Appian ACA100 Dumps with Test Engine and PDF (New Questions) Pass Your ACA100 Exam Easily - Real ACA100 Practice Dump Updated Q20. You are part of a project team building an application for organizing and automating an approval process for purchase orders.

Each purchase order requires approvals from multiple users within the application, and these approvals are sequential (for example, User B receives an approval task after the completion of User A's approval task).

Your team is responsible for showing the approval step of each purchase order on its purchase order record.

Which Appian interface component should you use to best display the completed, current, and future approval steps for each purchase order?

- * Progress Bar Component
- * Gauge Component
- * Milestone Component
- * Org Chart Component

Q21. The order management team receives orders via different channels, including email. Emails are accompanied by attachments

containing the details of the order information. The team reviews the emails and attachments for clarity. Then, they extract the order specifics to create a customer record in their Customer Relationship Management (CRM) platform and an order in their Order Management System (OMS).

What is the most effective form of automation to help increase fulfillment efficiency in this process?

- * Review the emails and attachments using trained artificial intelligence to extract order data information
- * Provide a task after the order email was received asking the team to check the order status and select the next step option
- * Prompt the order management team members with a task to create an order in the CRM platform
- * Have an auto-reply "Thank You"; email sent back thanking the customer for sending in their order request

Q22. You need to draft user stories.

What are the three most important requirements to collect?

- * Security
- * Process Workflow steps
- * Report Filters
- * Branding
- * User Experience

When drafting user stories, the most important requirements to collect are those that directly impact the functionality, security, and user experience of the application. These elements ensure that the application not only meets the user's needs but also adheres to best practices in development.

* Security (A):

* Ensuring that the application is secure is paramount. Security requirements define how user data is protected and how access is controlled within the system.

* This includes authentication, authorization, data encryption, and compliance with relevant regulations.

* Process Workflow Steps (B):

* Understanding the specific steps involved in the process is crucial for accurately capturing how the application should function.

* Detailed workflow steps ensure that the application automates and supports the business process as intended.

* User Experience (E):

* The user experience (UX) defines how users interact with the application, including the interface design, ease of use, and overall satisfaction.

* Capturing UX requirements ensures that the application is intuitive and meets the user's needs.

* Why Not Other Options?:

* C. Report Filters: While important, they are more specific to reporting functionality and not always a core component of every user story.

* D. Branding: Branding requirements are typically considered during the design phase, but they are less critical in the functional drafting of user stories.

* References:

* Appian Documentation on Gathering Requirements: Requirements Gathering in Appian Focusing on security, process workflow, and user experience ensures that the application is robust, effective, and user-friendly.

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Q23. What is the primary benefit of using Appian's Record Type feature?

- * It allows for the creation of static forms.
- * It facilitates the display of external data in an integrated manner.
- * It enables the integration of third-party APIs.
- * It automates user interface design.

Explanation:

Q24. During the 'initiate' phase, what are two key benefits of successful requirements gathering?

- * Adherence to the business stakeholders' goals
- * Less rework after the 'test' phase
- * Fewer test cases required
- * Better performance of the application

Q25. A given user story has a description and an acceptance criterion.

Which two other things are needed to mark the story as ready?

- * Priority
- * Sprint number
- * Developer assignment
- * Estimation

Q26. A case management tool needs intelligent and automated routing of many different complex case types, based on free text descriptions from external users.

What is the best way to implement this requirement?

- * Build in a review task for a user to evaluate and route accordingly
- * Use the find functions to search for certain keywords in the text body and route accordingly
- * Integrate with a translation service to route accordingly
- * Integrate with a natural language processing system to categorize the user's needs and route accordingly

For intelligent and automated routing of complex case types based on free text descriptions, integrating with a Natural Language Processing (NLP) system is the most effective solution. NLP can analyze the free text, understand the context, and categorize the cases based on the content, enabling automated and accurate routing.

* NLP System Integration Overview:

- * NLP systems can process and understand human language in text form, identifying key phrases, sentiments, and categories.
- * By integrating with an NLP service, Appian can automatically route cases to the appropriate department or user based on the analysis of the text provided by external users.
- * This approach reduces the need for manual review and ensures that cases are handled efficiently and accurately.

* Why Not Other Options?:

* **A. Manual Review Task:** This does not automate the process and relies on human intervention, which can be time-consuming and prone to error.

* **B. Find Functions for Keyword Search:** This approach is limited to exact matches and lacks the sophistication needed to understand complex language and context.

* **C. Translation Service Integration:** While useful for language translation, it does not offer the categorization and routing capabilities needed for this use case.

* **References:**

* **Appian Documentation on NLP Integration:** NLP in Appian

Integrating an NLP system with Appian ensures that complex cases are categorized and routed with high accuracy, improving the efficiency and effectiveness of case management.

Q27. A partially created user story for an approval task has been added to the Product Backlog and you have been asked to review it.

So far, the user story includes acceptance criteria stating:

“Verify that the user can select approve or deny.”

“Verify that the user can enter an approval comment.”

What are two examples of additional content that need to be added to the user story before it can be considered complete?

- * Condition upon selecting either “deny” or “approve”
- * User story description
- * UI mockup
- * Truth table

Q28. According to best practices, which two types of tests should be considered during user acceptance testing (UAT)?

- * Load testing
- * Platform security testing
- * Regulation acceptance testing
- * Functional testing

Q29. A customer wants to automate a workflow for completing customer service cases. The high-level workflow involves multiple rounds of recording investigation results, uploading related documents, sending communications, and approving. Activities may need to be done at any time or out of order.

Which recommendation best utilizes the strengths of Appian out-of-the-box features to address this use case?

- * A report showing the user’s cases with associated actions.
- * A dashboard showing the user’s cases with associated actions.
- * A sequential workflow of process tasks.
- * A records-centric design using related actions for the various activities.

A records-centric design is the best approach to address this use case in Appian. This design allows users to interact with data through a central record type, with related actions enabling them to perform tasks like uploading documents, sending communications, and approving cases at any time or out of order.

* **Records-Centric Design:**

* This approach centralizes all related data and actions around a specific record type.

* Users can trigger related actions such as document uploads or approvals directly from the record, ensuring flexibility and a user-friendly interface.

* **Why Not Other Options?:**

* A and B. Reports and dashboards are useful for visualizing data but are not as flexible for handling the ad-hoc and out-of-order activities described.

* C. A sequential workflow is too rigid for a process where tasks need to be done out of order.

* **References:**

* Appian Documentation on Records: [Records in Appian](#)

* Appian Community Success Guide: [Designing Record-Centric Applications](#) A records-centric approach leverages Appian's strengths, providing a flexible and intuitive solution for complex workflows.

Q30. You are part of an Agile team, and your responsibilities and attributes include:

A keen understanding of the business, the customer, and the market

The ability to clearly express product backlog items

The ability to prioritize the backlog to optimize the value of what the team will deliver The ability to order the items in the product backlog to best achieve goals and missions.

What is your role name?

* Appian Analyst

* Scrum Master

* Product Owner

* Sponsor

The responsibilities and attributes described are aligned with the role of a Product Owner in an Agile team.

The Product Owner is responsible for maximizing the value of the product resulting from the work of the development team. They have a deep understanding of the business, customer needs, and market trends, and they use this knowledge to manage and prioritize the product backlog.

* **Role of Product Owner:**

* **Understanding the Business:** The Product Owner must understand the business context to prioritize work that delivers the most value.

* **Expressing Product Backlog Items:** The Product Owner is responsible for defining and clearly expressing the items in the product backlog.

* **Prioritizing and Ordering the Backlog:** The Product Owner prioritizes and orders the backlog items to optimize the team's

output and ensure alignment with business goals.

* Why Not Other Options?:

* A. Appian Analyst: While an Appian Analyst may have some similar responsibilities, the specific role of managing the product backlog and optimizing the value delivered by the team is the core responsibility of the Product Owner.

* B. Scrum Master: The Scrum Master facilitates the Scrum process but does not manage the product backlog.

* D. Sponsor: The Sponsor typically provides financial support and strategic direction but does not manage day-to-day product backlog activities.

* References:

* Appian Community Success Guide: Roles in Agile Teams

The Product Owner role is crucial in ensuring that the development team is working on the most valuable features and that the product aligns with business and market needs.

Q31. You are trying to decide between using a side-by-side layout or a column layout.

Which resource should be referred to in order to make sure that best practices are followed?

- * Appian UX Design Guide
- * Appian Tutorials
- * Appian Discussion Board
- * Appian SAIL Recipes

Q32. During a development sprint, a new issue is identified and raised to the team.

What should you ask the Product Owner to do?

- * Add the new issue to the current sprint scope
- * Evaluate the severity of the issue and re-prioritize the sprint if needed
- * Add the new issue in the next sprint
- * Modify the sprint plan to swap a completed story with the new issue

Q33. Users expressed that only managers should be able to see information related to a business object.

How should you translate this requirement into a user story?

- * "As a manager, I need to be able to see a record type and navigate the details."
- * "As a manager, I need to build security options for records."
- * "Only some of the data are available for managers."
- * "As a manager, I must be in the group to see the data."

The correct way to translate the requirement into a user story is to focus on the manager's ability to access and navigate the information related to the business object. This user story follows the standard format: "As a

[role], I need to [action] so that [benefit]."; In this case, the story captures the manager's need to view and interact with specific data.

* User Story Format:

- * Role: Manager
- * Action: Ability to see and navigate a record type
- * Benefit: Ensures managers have the necessary access to perform their job duties
- * Why Not Other Options?:
 - * B.Focuses on building security options rather than the manager's need to access data.
 - * C.Is vague and does not follow the standard user story format.
 - * D.Focuses on group membership but is less specific about the action the manager needs to perform.
- * References:
 - * Appian Documentation on User Stories: Writing User Stories

Using the correct user story format ensures that the development team clearly understands the requirement and how it benefits the end user.

Q34. During the development phase, a feature was identified that was not initially part of the project scope but is now considered crucial.

What should the Appian Analyst do?

- * Immediately add the feature to the current sprint
- * Escalate the feature request to the Product Owner for re-prioritization
- * Reject the feature as it was not part of the original scope
- * Wait until the next project phase to include the feature

Explanation:

Q35. The business has requested a requirement that developers say will be difficult to build in Appian.

Which next step should the Appian Analyst take?

- * Ask the Product Owner if the requirement can be deprioritized.
- * Ask the business about the underlying need for this feature, and provide alternate approaches that can achieve the same functionality.
- * Use a mockup to illustrate alternatives with different user interfaces, and propose the alternatives to the business in the next requirements session.
- * Ask the developers to investigate workarounds or plug-ins to reduce the implementation effort.

Q36. You are an Appian Analyst.

According to best practices, which other role should you work with to create process models as a part of requirements gathering?

- * Product Manager
- * Product Owner
- * Architect
- * Scrum Master

As an Appian Analyst, collaborating with a Product Owner during the creation of process models is considered best practice. The Product Owner is responsible for defining the requirements and ensuring that the process models align with the business goals and

needs. The Product Owner has a deep understanding of the product vision and user stories, which are crucial during the requirements gathering phase.

* Role of Product Owner:

* The Product Owner provides detailed requirements and prioritizes them based on business needs.

* They ensure that the process models being developed accurately reflect the intended business processes and user stories.

* Close collaboration with the Product Owner ensures that the process models are aligned with both the technical and business aspects of the project.

* Why Not Other Options?:

* A. Product Manager: Typically focuses on the overall product strategy and market alignment rather than detailed process modeling.

* C. Architect: While architects provide valuable input on the system's design and architecture, they are not primarily responsible for requirements gathering.

* D. Scrum Master: The Scrum Master facilitates the Agile process but does not directly contribute to defining or modeling business processes.

* References:

* Appian Community Success Guide: The Role of Product Owner in Appian Projects

Q37. As an Appian Analyst, which activity are you responsible for during the "optimize" phase of a project?

- * Build the deployment pipeline
- * Structure an application support team
- * Conduct release planning
- * Measure the impact of application release

Q38. The HR management team wants to aggregate data to show the number of employees across regions and to be able to drill down into the data.

Which three user story requirements should be collected to assist the development team?

- * Data source
- * Report type
- * Test script
- * Role-based permissions
- * Estimation of story

Q39. Of the choices provided, which are the three most appropriate use cases for Appian?

- * The customer needs to perform large-scale extract, transform, and load (ETL) operations
- * The customer needs to be able to run their application on mobile devices
- * The customer needs to have one site tab for each of their seven personas
- * The customer needs to be able to run their application in a browser
- * The customer needs to be able to embed the application within their own web page

Appian is a low-code platform designed for building enterprise applications with a focus on flexibility, user experience, and

integration capabilities. The most appropriate use cases for Appian include:

* Mobile Compatibility (B):

* Appian supports mobile-first design, allowing applications to be easily accessed and used on mobile devices without requiring separate development efforts.

* This capability is critical for businesses that need their workforce to access applications on the go.

* Multiple Site Tabs for Personas (C):

* Appian allows for the creation of different site tabs for different user personas, each with a tailored user experience.

* This is ideal for organizations with distinct user groups who need customized interfaces and access to specific parts of the application.

* Browser-Based Application (D):

* Appian applications are web-based and can be accessed directly from a browser, ensuring easy access and a consistent user experience across different platforms.

* Why Not Other Options?:

* A. Large-Scale ETL Operations: Appian is not primarily designed for heavy data extraction, transformation, and loading (ETL) tasks, which are typically handled by specialized ETL tools.

* E. Embedding in Web Pages: While Appian allows for embedding certain components, it is not the primary focus or strength of the platform compared to full-featured applications.

* References:

* [Appian Documentation on Building Mobile-Ready Applications: Mobile App Development](#)

* [Appian Community Success Guide: Appian UX Best Practices](#)

These features showcase Appian's flexibility in delivering responsive and personalized user experiences across various devices.

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