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Appian Certified Analyst Sample Questions (Q39-Q44):

NEW QUESTION # 39

You need to draft user stories.

What are the three most important requirements to collect?

- A. Security
- B. Report Filters
- C. User Experience
- D. Process Workflow steps
- E. Branding

Answer: A,C,D

Explanation:

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 users' 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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NEW QUESTION # 40

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?

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

Answer: C

NEW QUESTION # 41

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?

- **A. Product Owner**
- B. Appian Analyst
- C. Scrum Master
- D. Sponsor

Answer: A

Explanation:

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.

NEW QUESTION # 42

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?

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

Answer: C

Explanation:

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.

NEW QUESTION # 43

You are translating a user requirement into a user story and need to ensure that the desired functionality will be delivered as expected.

What needs to be written into the user story to ensure it will meet the requirement?

- A. Acceptance criteria
- B. Test Script
- C. Business value
- D. Estimation of effort to develop

Answer: A

Explanation:

When translating a user requirement into a user story, it is essential to include acceptance criteria to ensure that the desired functionality will be delivered as expected. Acceptance criteria provide clear, testable conditions that define when a user story is complete and meets the requirement. This ensures that the development team has a clear understanding of what needs to be built and how it will be validated, reducing the risk of miscommunication and ensuring the final product aligns with the user's needs. Appian Documentation - Writing Effective User Stories Note: While business value (B) and estimation of effort (A) are important elements of a user story, they do not directly ensure that the functionality will meet the requirement. The test script (C) is typically created after the user story is developed.

NEW QUESTION # 44

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