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It has been said that "The French Revolution marked the beginning of a new era in archives administration." Which of the following developments makes the French Revolution such a watershed in archival history?

- 1) It was during this time that the principle of the accessibility of archival records to the public was established.
- 2) Beginning in 1789, government offices initiated the practice of permanently retaining both incoming and outgoing copies of official correspondence.
- 3) French archivists from that period established the theory that archival records should be appraised on the basis of evidential and informational value.
- 4) It marked the first time that a government agency codified the different roles of public librarians and archivists who keep public records. Ans - 1) It was during this time that the principle of the accessibility of archival records to the public was established.

Which one of the following categories of government records is expressly covered by the United States Freedom of Information Act (FOIA)?

- 1) Judicial branch.
- 2) Executive branch
- 3) Legislative branch
- 4) All records of the federal government. Ans - 2) Executive branch

The newly hired archivist of a local historical society in a town of 10,000 people wishes to raise funds for publicity and outreach. The first step is to:

- 1) send a letter of appeal to members of the community.
- 2) set up an advisory board.
- 3) assess the institution's mission and goals.

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## Appian Certified Analyst Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Which Appian component would you use to display a large amount of data in a user-friendly, interactive way?

- A. Pie Chart Component
- B. Dropdown Component
- **C. Record Grid Component**
- D. Milestone Component

**Answer: C**

### NEW QUESTION # 21

An organization wants to automate identification of its dissatisfied customers based on the ticket description and assign the appropriate team to provide a quick resolution.

What is the best way to auto-classify the dissatisfied customers as part of processing?

- **A. Using a natural language connected system**
- B. Using a SAIL form
- C. Using an image analysis connected system
- D. Using a decision table

**Answer: A**

Explanation:

The organization aims to automate the identification of dissatisfied customers based on the ticket description. To achieve this, leveraging natural language processing (NLP) capabilities is the most efficient method. Appian provides connected systems that allow integration with external NLP services. These services can analyze text data (such as ticket descriptions) to determine the sentiment or classify the text into predefined categories (like "dissatisfied customer").

Natural Language Connected System:

Appian can integrate with third-party NLP platforms such as Google Cloud Natural Language, AWS Comprehend, or Azure Text Analytics via connected systems.

These services analyze the text provided in the ticket description to detect sentiment, keywords, or specific categories indicating dissatisfaction.

Based on the analysis, the system can automatically assign the appropriate team to handle the case.

Why Not Other Options?:

B . Decision Table: While decision tables are useful for rule-based decisions, they are not suitable for interpreting unstructured text like ticket descriptions.

C . Image Analysis Connected System: This option is irrelevant as the task involves text processing, not image analysis.

D . SAIL Form SAIL forms are primarily used for user interface creation and are not intended for text analysis or classification.

Implementation in Appian:

Create a connected system to integrate with the chosen NLP service.

Configure the NLP service to analyze the text data and return the sentiment or classification results.

Based on the results, use process models to route the ticket to the appropriate team for resolution.

References:

Appian Documentation on Connected Systems: Appian Connected Systems

Appian Community Success Guide: Appian Delivery Methodology

Third-Party NLP Services Integration: Google Cloud NLP Documentation

### NEW QUESTION # 22

What are the two best uses for a "Staging" or "Parallel to Prod" environment (separate from Dev, Test, and Prod environments)?

- **A. Testing a new release for compatibility with existing Production code/settings**
- B. Sprint acceptance testing
- C. Unit testing development stories
- **D. Practicing complex production deployments**

**Answer: A,D**

#### Explanation:

A "Staging" or "Parallel to Prod" environment is a crucial part of the software deployment lifecycle. It is used to mirror the Production environment as closely as possible, allowing teams to test new releases and practice deployments without affecting live users.

#### Testing Compatibility (B):

Staging is the ideal environment to ensure that new code releases are compatible with the existing production settings and configurations.

This helps in identifying any potential issues that could disrupt the live environment before the actual deployment.

#### Practicing Deployments (C):

Staging is also used to rehearse complex production deployments. This practice helps ensure that the deployment process is smooth and that all steps are properly executed without errors.

It reduces the risk of downtime or issues during the actual production deployment.

#### Why Not Other Options?:

A . Unit Testing Development Stories: Unit testing is typically done in the Dev or Test environments, not in Staging.

D . Sprint Acceptance Testing: This testing is generally conducted in the Test environment as part of the sprint cycle, not in Staging.

#### References:

Appian Environment Management Guide: Best Practices for Staging Environments Using the Staging environment for compatibility testing and deployment practice ensures a smoother and more reliable transition to Production.

### NEW QUESTION # 23

Which BPMN notation type is used to reflect the roles and associated activities within a Process Model diagram?

- A. Task
- B. Sub-Process
- **C. Swimlane**
- D. Sequence Flow

#### Answer: C

#### Explanation:

In BPMN (Business Process Model and Notation), a swimlane is used to represent roles and their associated activities within a process model diagram. Each swimlane represents a different role or department, and the tasks or activities performed by that role are placed within the corresponding swimlane. This visual distinction helps in understanding who is responsible for which parts of the process.

#### Swimlane Overview:

Swimlanes are horizontal or vertical sections within a process model diagram.

Each lane is labeled with the name of the role, department, or entity that is responsible for the activities within that lane.

The activities (tasks, events, gateways) are placed within the appropriate swimlane to show which role is performing each action.

#### Why Not Other Options?:

A . Task: Represents a single unit of work or activity but does not indicate the role responsible for it.

C . Sequence Flow: Represents the order of activities but does not relate to roles or responsibilities.

D . Sub-Process: Represents a group of related tasks but, again, does not indicate which role is responsible for the activities.

#### References:

Appian Documentation on Process Modeling: Process Models

Swimlanes are essential for clarifying responsibilities in a process, making it easier for stakeholders to understand and manage the process.

### NEW QUESTION # 24

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. Integrate with a translation service to route accordingly
- B. Build in a review task for a user to evaluate and route accordingly
- **C. Integrate with a natural language processing system to categorize the user's needs and route accordingly**
- D. Use the find functions to search for certain keywords in the text body and 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 # 25

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