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Appian Certified Analyst Sample Questions (Q37-Q42):

NEW QUESTION # 37

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

Answer: D

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 # 38

Review this image:

AND, OR, XOR

What is this group of BPMN symbols called?

- A. Gateways
- B. Flows
- C. Events
- D. Activities

Answer: A

Explanation:

In BPMN (Business Process Model and Notation), the symbols AND, OR, XOR are categorized as Gateways. Gateways control the flow of processes by determining which path to follow based on certain conditions. They are essential in managing the decision points within a process, directing the flow based on the logic defined in the process model. Appian Documentation - BPMN Gateways

NEW QUESTION # 39

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

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

Answer: B

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 # 40

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

- **A. Measure the impact of application release**
- B. Structure an application support team
- C. Build the deployment pipeline
- D. Conduct release planning

Answer: A

Explanation:

During the "optimize" phase of an Appian project, the focus is on evaluating and improving the performance and impact of the application after its release. As an Appian Analyst, your role in this phase involves measuring the impact of the application release, which includes gathering and analyzing data on user adoption, performance metrics, and overall business impact. This data-driven approach helps in identifying areas for improvement and optimization to ensure the application continues to meet business objectives effectively.

Appian Documentation - Application Lifecycle Management Note: The other options (A, B, C) are typically the responsibilities of other roles in different phases of the project, such as developers or project managers, and not specific to the "optimize" phase for an Appian Analyst.

NEW QUESTION # 41

You need to invoke Appian interfaces from an existing web portal.

What is the preferred solution approach?

- A. Implement a headless solution approach
- B. Implement a custom UI instead of the Appian UI
- C. Implement an Appian Site
- **D. Implement an embedded interface approach**

Answer: D

Explanation:

The preferred solution for invoking Appian interfaces from an existing web portal is to implement an embedded interface approach.

Appian provides the ability to embed interfaces (such as forms or dashboards) within other web applications, allowing seamless integration and interaction with Appian functionality from within an existing portal.

Embedded Interface Approach Overview:

Appian interfaces can be embedded in other web applications using iframe technology or JavaScript, allowing users to interact with Appian processes without leaving the existing portal.

This approach is ideal when the goal is to provide Appian functionality within a different user interface while maintaining the user experience of the existing portal.

Why Not Other Options?:

A . Appian Site: While Appian Sites provide a customized user interface within Appian, they do not integrate with external portals.

C . Custom UI instead of Appian UI: Creating a custom UI bypasses the built-in capabilities of Appian, leading to increased development effort and complexity.

D . Headless solution: A headless approach typically involves using Appian as a backend service without a user interface, which is not suitable for this requirement.

References:

Appian Documentation on Embedded Interfaces: Embedding Appian Interfaces Embedding Appian interfaces ensures a smooth integration of Appian capabilities within the existing web portal, enhancing user experience without disrupting the current workflow.

NEW QUESTION # 42

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