

# ClaimCenter-Business-Analysts Valid Test Question | Exam ClaimCenter-Business-Analysts Reviews

1. Multiple choices  
1. It is one of the extend P's in marketing aimed at touching the business of their and contribute for its growth.  
A. Place  
B. People  
**C. Promotion**  
D. Price
2. One way for the marketer to have a good conversation and relations to its customers is \_\_\_\_\_.  
A. Advertising  
B. Survey  
C. Relationship  
**D. All of the above**
3. USP stands for \_\_\_\_\_.  
**A. Unique Selling Point**  
B. Using Selling Point  
C. Unique Stocking Point  
D. Unique Selling Problem
4. Which of the following concepts that relates to a person's pattern of living as expressed in his or her activities, interests, and opinions?  
A. Occupation  
B. Age and life stage  
C. Economic situation  
**D. Lifestyle**
5. Which of the following integrated marketing communication is focused on giving sample coupons to persuade consumers to buy the products?  
A. Personal selling  
B. Advertising  
C. Public relations  
**D. Sales promotion**
6. Which one of the following products is not a need?  
A. Water  
**B. Car**  
C. Food  
D. All of the above
7. Promotion includes \_\_\_\_\_.  
A. Personal selling  
B. Advertising  
C. Sale Promotion  
**D. All of the above**
8. The segment must be \_\_\_\_\_ to know who are the customers that belong to the segment and who do not. This market segmentation characteristic is \_\_\_\_\_.  
A. Accessible  
B. Substantial  
**C. Identifiable**  
D. Relevant
9. Dividing the potential consumers according to their region or country.  
A. Demographic segmentation  
**B. Geographic segmentation**  
C. Behavioral segmentation  
D. All of the above
10. Which of the following is not considered a P's in a perfect marketing mix employed by many companies?  
A. Promotion
- 1

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## Guidewire ClaimCenter-Business-Analysts Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Behavior Driven Development at Guidewire: This section introduces BDD methodology and its application in Guidewire implementations, focusing on collaborative development approaches and writing clear, testable requirements using BDD principles.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Claim Processes and Maintenance: This section focuses on end-to-end claims processes, organizational structure setup, line of business coverage configuration, claim intake procedures, and ongoing claim maintenance activities.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Claim Center Financials Transactions: This section covers financial controls including payment approvals and holds, contact and vendor management, service request handling, and security framework with permissions and access control lists.</li> </ul>

## Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam Sample Questions (Q48-Q53):

### NEW QUESTION # 48

Which two best practices should a Business Analyst (BA) follow to be prepared for a Requirements Workshop? (Choose two.)

- A. Review base product functionality of ClaimCenter for related process.
- B. Review acceptance criteria.
- C. Invite end users with knowledge of related process.
- D. Ask the Project Manager to set an agenda.
- E. Review notes from Inception Workshop.

**Answer: A,E**

Explanation:

Preparation is key to a successful Requirements Workshop (or Elaboration Workshop). The BA must enter the room with a clear understanding of the project scope and the tool's capabilities.

\* Review Notes from Inception (B):TheInception Phasedefines the high-level scope, vision, and business objectives. Reviewing these notes ensures the BA understands the boundaries of the discussion (e.g., "We are doing Auto Hail damage, but not Property Hail damage yet") and the strategic goals defined by the sponsors.

\* Review Base Product Functionality (C):To effectively lead the session and recommend solutions (as seen in Question 22), the BA must be familiar with how ClaimCenter handles the specific topic (e.g., Check Wizards, Coverage Verification) out-of-the-box. This allows the BA to demo standard features during the workshop to drive "Fit-to-Standard" discussions rather than starting from a blank sheet of paper.

\* Why not A, D, or E?Inviting users (A) and setting agendas (E) are logistical tasks often handled by the Project Manager or shared; they are not "personal preparation" of knowledge. Acceptance Criteria (D) are typically writtenduringorafterthe workshop, not reviewed beforehand (unless refining an existing story).

### NEW QUESTION # 49

Why are unique requirement numbers so important for business analysis?

- A. Requirement numbers are not absolutely necessary but they make it easier to trace changes that occur.
- B. Requirement numbers are specific to the document control portion of the Story Card and allow the analyst to trace who did what and when.
- C. Requirement numbers organize requirements with a unique ID and provide a standardized order for insertion of new requirements.
- D. Requirement numbers are useful for technical support and allow customers to track back on root causes for a support ticket.

**Answer: D**

Explanation:

Traceability is the primary driver for assigning unique identification numbers to every business requirement.

\* Root Cause Analysis (Option C): Throughout the software development lifecycle (SDLC), a requirement flows from the Business Analyst (User Story) to the Developer (Code) and the Tester (Test Case). When a defect is found in production (a support ticket), the unique requirement number allows the team to trace the issue backward. They can determine if the defect was caused by a coding error (Requirement was right, code was wrong) or a requirements gap (Code met the requirement, but the requirement was wrong). This link "back to the root cause" is critical for quality assurance and continuous improvement.

Why other options are incorrect:

\* A: Unique IDs are considered absolutely necessary in formal agile methodologies (like the one used by Guidewire) for traceability matrices.

\* B: Document control tracks the file history, not the granular requirement history.

\* D: While IDs do organize data, their function in "standardized order for insertion" is administrative and secondary to the strategic value of traceability described in Option C.

### NEW QUESTION # 50

An Adjuster at Succeed Insurance is handling a personal auto claim for an insured who hit a tree after swerving to avoid a child who ran into the road.

The Adjuster has this Authority Limit Profile:

The Adjuster creates a collision exposure and sets the initial reserves so that payments can be made to the insured for repairs to the damaged vehicle. No payments have been created yet.

The current financials for the claim are as follows:

Which two financial transactions will not require approval given that each option is the only transaction change rather than a cumulative change? (Choose two.)

- A. A partial payment of \$1,100 is made against the Expense - A&O - Vehicle inspection reserve line.
- B. The Expense - A&O - Vehicle inspection reserve line is increased to \$550.
- C. A partial payment of \$2,000 is made against the Claim Cost - Auto body reserve line.
- D. The Claim Cost - Auto body reserve line is increased to \$6,000.

**Answer: B,C**

Explanation:

To determine if a transaction requires approval, we must compare the proposed transaction against the Adjuster's Authority Limits and the current financial state of the claim.

\* Current State: Total Reserves = \$3,000 (\$2,500 Indemnity + \$500 Expense). Total Paid = \$0.

\* Adjuster Limits:

\* Claim Total Reserves Limit: \$5,000

\* Payments Exceed Reserves Limit: \$500

Evaluation of Options:

\* Option B (No Approval Required): Making a \$2,000 payment against the "Claim Cost - Auto body" reserve.

\* The available reserve is \$2,500. Since  $\$2,000 < \$2,500$ , the payment does not exceed the reserve.

\* The total payments on the claim would be \$2,000, which is well below the "Claim payments to date" limit of \$5,000.

\* Option D (No Approval Required): Increasing the Expense reserve to \$550.

\* This increases the total claim reserves from \$3,000 to \$3,050 ( $\$2,500 + \$550$ ).

\* Since \$3,050 is below the Adjuster's "Claim total reserves" limit of \$5,000, no approval is triggered.

Why other options require approval:

\* Option A: A payment of \$1,100 against a \$500 reserve means the payment exceeds the reserve by \$600.

The Adjuster's limit for "Payments exceed reserves" is only \$500. Since  $\$600 > \$500$ , approval is required.

\* Option C: Increasing the Auto body reserve to \$6,000 would raise the total claim reserves to \$6,500 ( $\$6,000 + \$500$ ). This exceeds the Adjuster's "Claim total reserves" limit of \$5,000, triggering an approval.

### NEW QUESTION # 51

An Adjuster at Succeed Insurance increases the reserve on a claim's exposure from \$1,000 to \$1,500 to account for inflation in repair costs. A week later, a Supervisor reviews the claim and wants to know specifically who made this change, the exact date and time it was made, and what the previous value was.

The Supervisor needs a chronological audit trail of changes to the claim file without navigating through complex financial ledgers. Which screen in the ClaimCenter user interface should the Supervisor access to find this information?

- A. Loss Details > Status
- B. Notes
- C. History
- D. Financials > Transactions

**Answer: C**

#### NEW QUESTION # 52

To help manage new user setup, Succeed Insurance would like all manager-level employees to be able to add new users to ClaimCenter. Some managers are already assigned the Community Admin role, which has a set of permissions for the administration of the ClaimCenter community model that includes the permission to create new users.

Where are two places the Business Analyst (BA) can go to view the permissions assigned to manager-level users? (Choose two.)

- A. Go to c:\GW10\ClaimCenter\build\dictionary\security\index.html to view the Security Dictionary
- B. Go to c:\GW10\ClaimCenter\build\dictionary\data\index.html to view the Data Dictionary
- C. Go to the Administration menu > Users & Security > Users
- D. Go to the Administration menu > Users & Security > Authority Limits
- E. Go to the Administration menu > Users & Security > Roles

**Answer: A,E**

Explanation:

To view the detailed System Permissions (such as usercreate, claimview, etc.) associated with a specific user role (like "Manager" or "Community Admin"), a Business Analyst has two primary methods: one within the application UI and one via generated documentation.

\* Administration Menu > Users & Security > Roles (Option E): This is the direct User Interface method. By navigating to the Roles page in the Administration tab, the BA can select a specific role (e.g., "Manager").

The detailed view of that role lists every system permission currently granted to it. This allows the BA to verify if the "usercreate" permission is present.

\* Security Dictionary (Option B): For a comprehensive, searchable, and offline reference, the BA can access the Security Dictionary. This is a set of HTML files generated from the application's configuration (found in the build directory). It provides a complete matrix of all Roles, the Permissions assigned to them, and the Access Profiles configured in the system.

Why other options are incorrect:

\* Data Dictionary (A): This documents the Data Model (Entities and Typelists), not the security configuration.

\* Users (C): While this screen lists users and their assigned roles, it does not display the definitions (the specific list of permissions) of those roles.

\* Authority Limits (D): This screen manages Financial limits (dollar amounts for reserves/payments), not system access permissions.

#### NEW QUESTION # 53

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