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Guidewire ClaimCenter-Business-Analysts Exam Syllabus Topics:

Topic	Details
Topic 1	• Claim Center Data Model and Adjudication: This domain examines ClaimCenter's data model architecture, claim setup, adjudication processes, financial terminology and concepts, and payment creation procedures.

Topic 2	• 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.
Topic 3	• 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.
Topic 4	• InsuranceSuite Analyst Fundamentals: This domain covers InsuranceSuite platform fundamentals including user interface, data model, application logic, integration mechanisms, and hands-on workshop exercises for practical application.

Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam Sample Questions (Q39-Q44):

NEW QUESTION # 39
Which workflow will kick in if the claim assignment is handled via "Default Group Claim Assignment Rule" with available matching?

- A. Claim gets assigned to a Supervisor to determine next step.
- B. Claim gets assigned to an appropriate Group based on geography and LOB.
- C. Claim goes to the "Root Group" for manual assignment.
- D. Claim gets assigned to a user based on expertise and workload.

Answer: D

Explanation:
In Guidewire ClaimCenter, assignment logic functions in a two-stage process: first Global Assignment (which finds the appropriate Group) and then Group Assignment (which finds the appropriate User within that group).
1
TheDefault Group Claim Assignment Ruleis the specific logic set used to distribute claimswithina group once the group has already been identified. When this rule is configured with "available matching" (often referred to as criteria-based or attribute-based assignment), the system evaluates the users inside that group against specific criteria.
* Workflow:The system filters the group's users to find those who are "available" (not on vacation) and then matches the claim against user attributes such asExpertise,Workload(current claim count), or specific skills.
* Result:The claim is automatically assigned to the best-fitUserwithin that group.
Why other options are incorrect:
* Option B (Geography/LOB):This describesGlobal Assignmentrules, which are responsible for routing the claim to the correct office or unit (Group), not the specific user.
* Option C (Supervisor):Assigning to a supervisor is a fallback mechanism (often called "Assign to Supervisor") used when the system fails to find a matching user or when manual intervention is explicitly required. It is not the primary function of "available matching."
* Option D (Root Group):Routing to the "Root Group" is a last-resort fallback when Global Assignment fails entirely to find any appropriate group.

NEW QUESTION # 40
What two pieces of information enable the Business Analyst (BA) to trace back to the root cause of an issue?
(Choose two.)

- A. The change history on the Document Control tab of the Adjudicate - Create and Maintain Exposures for Vehicle User Story Card
- B. The unique Story Card number associated with the acceptance criteria
- C. The Approver Notes on the Acceptance tab of the Adjudicate - Create and Maintain Exposures for Vehicle User Story Card
- D. The caution points indicated on the User Story Workflow
- E. The unique requirement numbers related to User Story

Answer: B,E

Explanation:
In Guidewire implementation methodology (Agile/SurePath), Traceability is maintained through specific unique identifiers that link the code and test cases back to the business definition.
* Unique Requirement Numbers (Option E):Every granular business requirement is assigned a unique ID (e.g., CC-FNOL-001). If a defect or issue arises during testing or production, the BA uses this number to find the exact text of the requirement that was implemented. This helps determine if the issue is a "bug" (code doesn't match requirement) or a "gap" (requirement was missing or wrong).
* Unique Story Card Number (Option A):User Stories act as containers for requirements. The Story Card Number (e.g., Story-105) links the individual requirements to the broader feature context. Tracing back to the Story Card allows the BA to review the original scope, the UI mockups, and the Acceptance Criteria associated with that feature to understand the "Root Cause" of the misunderstanding or failure.
Why other options are incorrect:
* Option B (Caution points):These are process diagrams notes, useful for training but not for system traceability.
* Option C (Change History):While useful for seeingwhoedited a document, it does not provide the structural link between a system error and the business definition like the IDs do.
* Option D (Approver Notes):These confirm sign-off but rarely contain the functional detail needed to diagnose a root cause.

NEW QUESTION # 41
Succeed Insurance is implementing a slightly modified version of ClaimCenter to suit its organization's needs.
The modification will include adding two new required fields to the standard user interface to capture the reporter's Preferred Language and Preferred Contact Time. This requirement is critical for Succeed to improve efficiency and the expediency of claims processing in its region.
Under which ClaimCenter theme will the User Story Card be found for documenting these requirements?

- A. Intake
- B. Special Services
- C. Settle/Close
- D. Adjudicate

Answer: A

Explanation:
In the Guidewire implementation methodology, User Stories are categorized into Themes that align with the high-level business processes of the claim lifecycle.
* Intake (Option A):TheIntaketheme covers theFirst Notice of Loss (FNOL)process and the "New Claim Wizard." The requirement specified is to capture data regarding the "Reporter" (the person reporting the loss) and their contact preferences. In ClaimCenter, Reporter information is collected at the very beginning of the New Claim Wizard (Step 1: Search/Create Policy and Reporter). Because this data entry occurs during the initial setup of the claim, the User Story governing these UI changes belongs to theIntaketheme.
* Context:Improving "expediency of claims processing" often relies on accurate data capture at the Intake stage so that downstream assignment and communication can be handled correctly from the start.
Why other options are incorrect:
* Adjudicate (B):This theme covers the investigation, evaluation, and negotiation phases that occurafter the claim is created.
* Settle/Close (D):This theme covers the payment issuance and final closure of the file.
* Special Services (C):This typically refers to Vendor Management or specialized sub-processes, not the core FNOL reporter data.

NEW QUESTION # 42
What is the importance of a mock-up of the user interface (UI) design?

- A. A mock-up shows the viewer what the intended ClaimCenter user experience is.
- B. A mock-up illustrates for the customer what the final ClaimCenter user experience is.
- C. A mock-up illustrates for the viewer the integration of ClaimCenter with outside sources.
- D. A mock-up tells the customer what the current ClaimCenter user experience is.

Answer: A

Explanation:
In the context of a Guidewire implementation project, a User Interface (UI) Mock-up is a visual tool used during the requirements gathering and design phases. Its primary purpose is to illustrate the intended user experience before development begins.

* Visualization of Requirements:Mock-ups bridge the gap between abstract written requirements (User Stories) and the concrete software product. They show stakeholders how the screens will look and function to meet their needs.
* Intended vs. Final:Option A is correct because the mock-up represents theproposedorintendeddesign.
Option D ("Final") is subtly incorrect because the "final" experience is the actual, functioning software, which may evolve slightly from the mock-up during development due to technical constraints or feedback.
* Current vs. Integration:Option B refers to the existing system (Current state), which is typically shown via live demo, not a mock-up. Option C refers to backend integrations, which are typically documented via data mapping spreadsheets or architecture diagrams, not UI mock-ups.

NEW QUESTION # 43
Why are unique requirement numbers so important for business analysis?

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

Answer: B

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 IDsareconsidered absolutely necessary in formal agile methodologies (like the one used by Guidewire) for traceability matrices.
* B:Document control tracks thefilehistory, 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 # 44
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