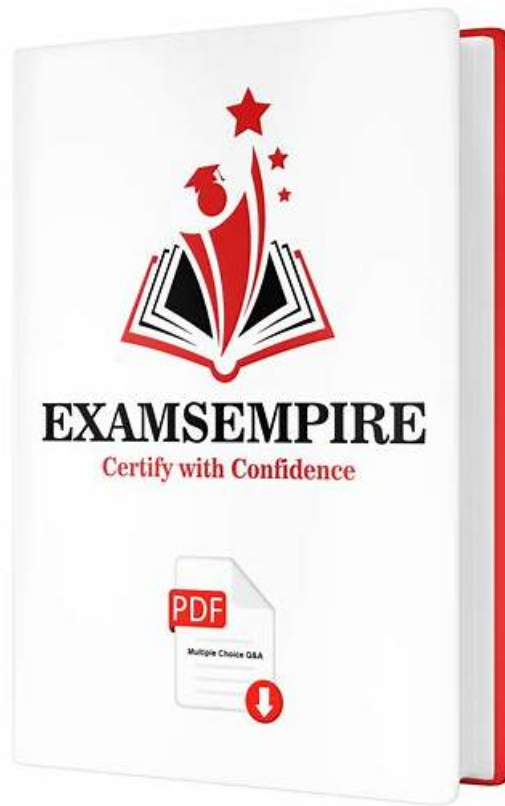


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Guidewire ClaimCenter-Business-Analysts Exam Syllabus Topics:

| Topic | Details |
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| Topic 1 | <ul style="list-style-type: none"> • 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 2 | <ul style="list-style-type: none"> • 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. |
| Topic 3 | <ul style="list-style-type: none"> • 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 4 | <ul style="list-style-type: none"> • 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. |

Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam Sample Questions (Q33-Q38):

NEW QUESTION # 33

Satisfied with the outcome of a Requirements Workshop, a Business Analyst (BA) attributed the success to preparation. The assigned task had been to document the requirements for capturing details on vehicle incidents for Personal Auto.

* Before the session, the BA reviewed ClaimCenter functionality by creating a new Personal Auto Claim involving physical damage to a vehicle.

* During review, the BA saw that ClaimCenter did not have a graphical representation of a vehicle with clickable hot spots to identify the damage areas like they have in their current application.

* Upon further research, the BA found that Guidewire does offer this functionality and even provides a Graphical Incident Capture Accelerator to ease implementation.

* During the workshop, the BA was able to clearly present all options for capturing vehicle incident details. Instead of having to develop the Vehicle Incident Capture functionality from scratch, the team was able to make a quick decision to add this functionality and end the meeting 30 minutes early.

Which two outcomes demonstrate the importance of preparing for a Requirements Workshop by becoming familiar with the features and functionality of ClaimCenter? (Choose two.)

- A. The BA was able to compare their legacy process to how ClaimCenter handles the same business process.
- B. The BA prevented the team from rebuilding something in a less effective way.
- C. The BA was able to make decisions in advance about where gaps existed and where changes were needed.
- D. The BA was able to gain team acceptance of the base product process instead of the legacy system process.

Answer: A,B

Explanation:

This scenario highlights the value of Feature Knowledge and Gap Analysis during preparation.

* Prevention of unnecessary work (Option A): Because the BA researched and found the "Graphical Incident Capture Accelerator," the team avoided the costly mistake of deciding to "develop the...

functionality from scratch." This is a direct outcome of the BA's preparation preventing an inefficient custom build.

* Comparison of Legacy vs. New (Option B): The text details that the BA "reviewed ClaimCenter functionality" and explicitly noted the difference ("saw that ClaimCenter did not have... like they have in their current application"). This ability to articulate the gap between the As-Is (Legacy) and the To-Be (Base ClaimCenter) allowed the BA to present the Accelerator as the perfect bridge solution.

Why other options are incorrect:

* Option C: The team did not accept the "base product process" (which lacked the graphics); they accepted the Accelerator (an add-on) to match the legacy expectation of clickable hot spots.

* Option D: The decision was not made "in advance." The text states the team made the "quick decision" during the workshop. The preparation enabled the team's decision, but the BA did not make it unilaterally beforehand.

NEW QUESTION # 34

When capturing information about a damaged vehicle, Succeed Insurance requires that the total distance driven (miles/km) for the vehicle be captured as well. What is the best practice for a Business Analyst (BA) to determine if ClaimCenter already has a field to capture distance driven?

- A. Log in to ClaimCenter and review the Vehicle Incident screen to see if there is a relevant field.
- B. Review the Guidewire ClaimCenter Application Guide for information on creating a vehicle incident.
- C. Start Guidewire Studio, search for a Vehicle Incident screen and review it for a relevant field.
- **D. Check the full view of the Data Dictionary to see if a relevant field exists on the Vehicle entity.**

Answer: D

Explanation:

The Data Dictionary is the definitive reference tool for Business Analysts to explore the data model of a Guidewire application.

* Best Practice: To determine if a specific data point (like "distance driven" or "odometer reading") exists in the system's schema, the BA should consult the Data Dictionary. This auto-generated documentation lists all entities (such as Vehicle or VehicleIncident) and their associated fields (columns), along with data types and descriptions. This confirms existence even if the field is not currently exposed on the user interface.

* Why Option B is better than A: Checking the UI (Option A) is unreliable because a field may exist in the database but be hidden, disabled, or not placed on the specific screen the BA is viewing.

* Why Option B is better than C: The Application Guide (Option C) describes standard features and workflows but does not provide a granular, technical list of every database column, nor does it reflect any custom schema extensions added by the implementation team.

* Why Option B is better than D: While Guidewire Studio (Option D) is a powerful tool that can verify this, it is primarily a developer environment. For a Business Analyst, the Data Dictionary is the intended, accessible "Source of Truth" artifact for data modeling questions without requiring IDE access or technical code navigation.

NEW QUESTION # 35

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. Financials > Transactions
- C. Notes
- **D. History**

Answer: D

Explanation:

In Guidewire ClaimCenter, the History screen serves as the automated audit trail for the claim file. It is designed to capture and display a chronological list of significant events and user actions that have occurred throughout the claim's lifecycle.

* Audit Trail Functionality: The History screen automatically records specific types of events, including:

* Field Changes: When critical fields (like Reserve Amounts) are modified, the system logs the "Old Value" and the "New Value."

* Assignment Changes: Tracks when the claim was transferred from one user to another.

* Rule Execution: Logs when specific business rules (like "Exception Flagged") are triggered.

* Data Points: For each entry, the History screen displays the User who performed the action, the Timestamp of the event, and a Description of the change.

Why other options are incorrect:

* Financials > Transactions (A): While this screen shows the financial T-account entries (debits/credits) for the reserve increase, its primary purpose is accounting analysis. It is less efficient for a supervisor looking for a simple "Who/When/What" audit trail compared to the History screen.

* Notes (C): Notes are typically used for qualitative narratives and manual entry. While a system note can be generated for a reserve change, the History screen is the dedicated, non-editable system of record for tracking field changes.

* Loss Details > Status (D): This screen shows the current state of the claim (e.g., Open, Closed, Litigation Status) but does not provide a historical log of previous values or the specific user actions that led to the current state.

NEW QUESTION # 36

When creating a new Personal Auto claim, Succeed Insurance would like to identify when Rideshare is the primary use for a vehicle. A Business Analyst (BA) thinks that Primary Use already exists as a typekey on the Vehicle Details screen. What are two ways the BA can confirm whether this field is configured in ClaimCenter and, if it is, which values are available in the typelist? (Choose two.)

- A. Access the Guidewire ClaimCenter Application Guide > Go to section on Personal Auto Object Model which lists available entities.
- B. Open Guidewire Studio for ClaimCenter > Navigate to the Vehicle Details screen > Locate the Primary Use field to view its typelist.
- C. Access the Data Dictionary > Click the Data Entities link > Open the PrimaryUse entity from left-hand pane to view field details on the right pane.
- D. Log in to ClaimCenter > Create a new Personal Auto claim > Navigate to Vehicle Details > Use keyboard shortcut CTRL + F to find information about the fields on the screen.

Answer: B,C

Explanation:

To verify the configuration of a specific field and its available values (typelist) within a specific implementation (like Succeed Insurance), a Business Analyst must consult the sources that reflect the current, actual system configuration, not just the out-of-the-box documentation.

* Option A (Data Dictionary): The Data Dictionary is the definitive, generated documentation of the running application's data model. It lists all Entities (such as Vehicle) and their Typekeys (such as PrimaryUse). By navigating to the Data Dictionary, a BA can confirm if the field exists in the database schema and view the specific Typelist values (e.g., "Rideshare", "Commuting", "Pleasure") associated with it. This is a primary tool for BAs to understand the data structure.

* Option D (Guidewire Studio): Guidewire Studio is the Integrated Development Environment (IDE) used to configure the application. It contains the "Source of Truth" for all configuration files. A BA (or a developer assisting them) can open the Page Configuration (PCF) files to see the Vehicle Details screen definition or open the Typelist files (.tti/.txt) directly to see exactly which values are defined and active.

Why other options are incorrect:

* Option B (Application Guide): The Application Guide documents the Base (Out-of-the-Box) product features. It does not contain customer-specific customizations or extensions. If "Primary Use" or

"Rideshare" were added or modified by Succeed Insurance, the Application Guide would not reflect this.

* Option C (UI Inspection with CTRL+F): While logging into the application allows a user to see the dropdown on the screen, the shortcut CTRL + F is merely the browser's "Find" function. It searches visible text on the page but does not provide configuration metadata, hidden values, or definitive proof of the underlying data model structure. The correct shortcut for inspecting widget properties in Guidewire is Alt + Shift + I (Location Info), but even that is less efficient for viewing a full typelist than the Data Dictionary or Studio.

NEW QUESTION # 37

A claim for an auto accident in Tampa, Florida has been reported and recorded in ClaimCenter. The ClaimCenter base product Global Claim Assignment Rule is utilized for automatic assignment to Adjusters regardless of complexity of claims.

What is the likely path of assignment for this claim?

- A. The new claim will be assigned to an appropriate Adjuster in the Midwest Auto Adjusters group with relevant skill set regardless of location.
- B. The new claim will initially be assigned to the Supervisor of the Southeastern Auto Adjusters group for investigation and determining next steps.
- C. The new claim will be assigned based on weighted workload of each Adjuster in the assigned group to ensure balanced workload across the team.
- D. The new claim will be assigned to an Adjuster in the Southeastern Auto Adjusters group based on availability in a cyclical fashion.

Answer: D

Explanation:

Claim Assignment in Guidewire ClaimCenter follows a two-step logic: Global Assignment (finding the right Group) and Group Assignment (finding the right User).

* Group Identification (Global Assignment): The first step relies on the geography of the loss.

According to the provided organization table, the Southeastern Auto Adjusters group is responsible for

"Georgia, Florida, Alabama, South Carolina, North Carolina." Since the accident occurred in Tampa, Florida, the Global Assignment rule will route the claim to the Southeastern Auto Adjusters group.

* User Assignment (Group Assignment): The prompt specifies the use of "automatic assignment... regardless of complexity." In ClaimCenter's base configuration, the standard method for distributing claims automatically within a group is Round Robin (or Cyclical) assignment. This method assigns the claim to the next available adjuster in the list, ensuring an even distribution of volume without complex weighting calculations.

Why other options are incorrect:

* Option B (Midwest): Incorrect geography. The Midwest group covers IL, MI, OH, IN, WI, not Florida.

* Option C (Weighted Workload): While "Dynamic Assignment" (workload balancing) is a feature, the standard "automatic assignment" described implies a simple cyclical rotation (Round Robin). Weighted assignment is a more advanced configuration typically used when complexity is a factor (e.g., assigning fewer claims to junior adjusters).

* Option D (Supervisor): Assigning to a Supervisor is a manual fallback or "Assign to Supervisor" rule, usually triggered when no suitable adjuster is available or for complex exceptions. It is not the primary path for standard automatic assignment.

NEW QUESTION # 38

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