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Page 1 of 8

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Appian Certified Analyst Sample Questions (Q18-Q23):

NEW QUESTION # 18

A partially created user story for an approval task has been added to the Product Backlog and you have been asked to review it. So far, the user story includes acceptance criteria stating:

"Verify that the user can select approve or deny."

"Verify that the user can enter an approval comment."

What are two examples of additional content that need to be added to the user story before it can be considered complete?

- A. UI mockup
- **B. User story description**
- **C. Condition upon selecting either "deny" or "approve"**
- D. Truth table

Answer: B,C

Explanation:

User Story Description (B): A complete user story should include a detailed description that outlines the context, goals, and specific actions the user can perform. This helps in setting a clear understanding of what needs to be developed and why. The description provides the foundation for the user story and ensures that all stakeholders have a shared understanding of the requirement. Appian Documentation - Writing User Stories

Condition upon Selecting Either "Deny" or "Approve" (A): To ensure that the user story is complete, you must specify what happens when the user selects "deny" or "approve." This could include conditions such as sending notifications, triggering workflows, or updating statuses. Clearly defining these conditions ensures that the development team knows exactly what to implement and how the system should behave in different scenarios. Appian Documentation - Acceptance Criteria Examples

NEW QUESTION # 19

A team of employees manages invoice processing and payments for their organization.

Each day, the team receives invoices via email. The team reviews the invoices, sends payments, and logs the payments manually in a shared spreadsheet.

Where is the best opportunity for automation in this manual process?

- A. Create a macro that reduces the number of clicks required to enter payment information, and embed the macro into the shared spreadsheet
- **B. Leverage Optical Character Recognition and workflow tools to intake and review the invoices for accuracy upon receipt, then process payments or prompt employees to research**
- C. Create a process that sends the team a task to input the information upon receipt of the initial invoice
- D. Leverage Robotic Process Automation (RPA) to help the employees send thank you messages to the originating organizations as soon as the invoices are received

Answer: B

Explanation:

The best opportunity for automation in the manual process described is to leverage Optical Character Recognition (OCR) and workflow tools. OCR can automatically extract data from the invoices received via email, and the workflow tools can automate the review process, checking the data for accuracy, processing payments, and prompting employees only when exceptions are found.

OCR and Workflow Tools Overview:

OCR technology converts the text in scanned documents or images into machine-readable data, which can be automatically processed.

Workflow tools in Appian can then route the extracted data through a series of steps, automating tasks like data entry, validation, and payment processing.

Automating these steps reduces manual effort, minimizes errors, and ensures that invoices are processed more efficiently.

Why Not Other Options?:

A. Robotic Process Automation (RPA) for thank you messages: This is a less critical part of the process and does not significantly reduce manual work.

B. Creating a task for manual input: This still involves manual data entry, which does not fully utilize automation potential.

C. Macro in the shared spreadsheet: This provides minimal automation and doesn't address the root of the problem, which is manual data entry.

References:

Appian Documentation on OCR Integration: OCR in Appian

Appian Workflow Automation Guide: Automating Processes in Appian

By using OCR and workflow tools, the organization can significantly reduce manual processing time and increase the accuracy of invoice handling.

NEW QUESTION # 20

You are designing a user interface that requires a confirmation message when the user attempts to delete a row.

Review the image with the confirmation message:

"Are you sure you want to delete the item?"

According to best practices, which button labels should you choose?

- A. Reject, Approve
- B. Back, Next
- C. Cancel, Delete
- D. False, True

Answer: C

Explanation:

According to UI/UX best practices, the button labels in a confirmation dialog should be clear and directly related to the action the user is about to take. "Cancel" allows the user to abort the action, while "Delete" confirms the action to delete the item. This approach ensures that the user understands exactly what will happen when they click either button, reducing the risk of accidental deletion or confusion.

NEW QUESTION # 21

What are two benefits of creating future state process models (or process models-to-be)?

- A. They capture Robotic Process Automation (RPA) intervention specifics from Appian.
- B. They capture integration definitions, showcasing necessary automation details.
- C. They can capture high-level product vision and goals.
- D. They can help identify opportunities where Appian features can bring in automation.

Answer: C,D

Explanation:

Creating future state process models (or process models-to-be) has several benefits, including capturing the high-level product vision and identifying areas where Appian's features can introduce automation.

Capturing High-Level Product Vision and Goals (C):

Future state process models help in visualizing the desired end state of a process.

They provide a clear picture of how the process should function once all enhancements and improvements have been implemented. This clarity aligns stakeholders around a common goal and ensures that development efforts are focused on delivering the desired outcomes.

Identifying Automation Opportunities (D):

By modeling the future state, teams can spot manual tasks and inefficiencies that could be automated using Appian's features like process modeling, smart services, and RPA.

This identification helps in streamlining processes and improving overall efficiency.

Why Not Other Options?:

A . RPA intervention specifics: While important, RPA specifics are typically captured during the detailed design phase rather than in high-level future state process models.

B . Integration definitions: These are technical details that are generally documented separately from high-level process models.

References:

Appian Process Modeling Guide: Future State Process Models

Appian Automation Opportunities Guide: Identifying Automation in Appian Creating future state models helps in visualizing the end goals and identifying where automation can drive the most value, ensuring that the process improvements are aligned with strategic objectives.

NEW QUESTION # 22

You are part of an Agile team, and your responsibilities and attributes include:

A keen understanding of the business, the customer, and the market

The ability to clearly express product backlog items

The ability to prioritize the backlog to optimize the value of what the team will deliver The ability to order the items in the product backlog to best achieve goals and missions.

What is your role name?

- A. Product Owner
- B. Scrum Master
- C. Appian Analyst
- D. Sponsor

Answer: A

Explanation:

The responsibilities and attributes described are aligned with the role of a Product Owner in an Agile team. The Product Owner is responsible for maximizing the value of the product resulting from the work of the development team. They have a deep understanding of the business, customer needs, and market trends, and they use this knowledge to manage and prioritize the product backlog.

Role of Product Owner:

Understanding the Business: The Product Owner must understand the business context to prioritize work that delivers the most value.

Expressing Product Backlog Items: The Product Owner is responsible for defining and clearly expressing the items in the product backlog.

Prioritizing and Ordering the Backlog: The Product Owner prioritizes and orders the backlog items to optimize the team's output and ensure alignment with business goals.

Why Not Other Options?:

A . Appian Analyst: While an Appian Analyst may have some similar responsibilities, the specific role of managing the product backlog and optimizing the value delivered by the team is the core responsibility of the Product Owner.

B . Scrum Master: The Scrum Master facilitates the Scrum process but does not manage the product backlog.

D . Sponsor: The Sponsor typically provides financial support and strategic direction but does not manage day-to-day product backlog activities.

References:

Appian Community Success Guide: Roles in Agile Teams

The Product Owner role is crucial in ensuring that the development team is working on the most valuable features and that the product aligns with business and market needs.

NEW QUESTION # 23

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