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## Appian Certified Analyst Sample Questions (Q18-Q23):

### NEW QUESTION # 18

A case management tool needs intelligent and automated routing of many different complex case types, based on free text descriptions from external users.

What is the best way to implement this requirement?

- A. Use the find functions to search for certain keywords in the text body and route accordingly
- B. Build in a review task for a user to evaluate and route accordingly
- C. Integrate with a translation service to route accordingly
- D. Integrate with a natural language processing system to categorize the user's needs and route accordingly

**Answer: D**

Explanation:

For intelligent and automated routing of complex case types based on free text descriptions, integrating with a Natural Language Processing (NLP) system is the most effective solution. NLP can analyze the free text, understand the context, and categorize the cases based on the content, enabling automated and accurate routing.

NLP System Integration Overview:

NLP systems can process and understand human language in text form, identifying key phrases, sentiments, and categories.

By integrating with an NLP service, Appian can automatically route cases to the appropriate department or user based on the analysis of the text provided by external users.

This approach reduces the need for manual review and ensures that cases are handled efficiently and accurately.

Why Not Other Options?:

A . Manual Review Task: This does not automate the process and relies on human intervention, which can be time-consuming and prone to error.

B . Find Functions for Keyword Search: This approach is limited to exact matches and lacks the sophistication needed to understand complex language and context.

C . Translation Service Integration: While useful for language translation, it does not offer the categorization and routing capabilities needed for this use case.

References:

Appian Documentation on NLP Integration: NLP in Appian

Integrating an NLP system with Appian ensures that complex cases are categorized and routed with high accuracy, improving the efficiency and effectiveness of case management.

### NEW QUESTION # 19

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. Sponsor
- C. Scrum Master
- D. Appian Analyst

**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 # 20

Review the following project phase definition:

"A standardized agreement between Development Team and the Product Owner on what criteria a user story must meet in order for the team to consider it complete." Which option does this definition apply to?

- A. Definition of Ready (DoR)
- B. Acceptance Criteria
- C. Value Statement
- **D. Definition of Done (DoD)**

**Answer: D**

Explanation:

The "Definition of Done" (DoD) refers to a shared understanding between the Development Team and the Product Owner on the criteria that a user story must meet to be considered complete. This definition helps ensure that all aspects of the user story are fully developed, tested, and meet the agreed-upon standards before being marked as done.

Definition of Done Overview:

DoD includes all conditions that must be satisfied for the work to be accepted by the product owner.

It typically covers code completion, testing, documentation, and any other activities required to deliver a finished product.

Why Not Other Options?:

A . Acceptance Criteria: Defines specific requirements that a user story must meet, but does not encapsulate the broader checklist for completion.

B . Value Statement: Describes the value delivered by a feature, not the criteria for completion.

C . Definition of Ready (DoR): Refers to when a user story is ready to be taken into a sprint, not when it is complete.

References:

Appian Community Success Guide: Definition of Done in Agile Projects

The Definition of Done ensures that the product increment is fully functional, tested, and ready for deployment, maintaining a high standard of quality.

## NEW QUESTION # 21

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. Leverage Robotic Process Automation (RPA) to help the employees send thank you messages to the originating organizations as soon as the invoices are received
- B. Create a process that sends the team a task to input the information upon receipt of the initial invoice
- **C. 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**
- D. Create a macro that reduces the number of clicks required to enter payment information, and embed the macro into the shared spreadsheet

**Answer: C**

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 # 22

A given user story has a description and an acceptance criterion.  
Which two other things are needed to mark the story as ready?

- A. Sprint number
- B. Priority
- C. Estimation
- D. Developer assignment

**Answer: B,C**

### NEW QUESTION # 23

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