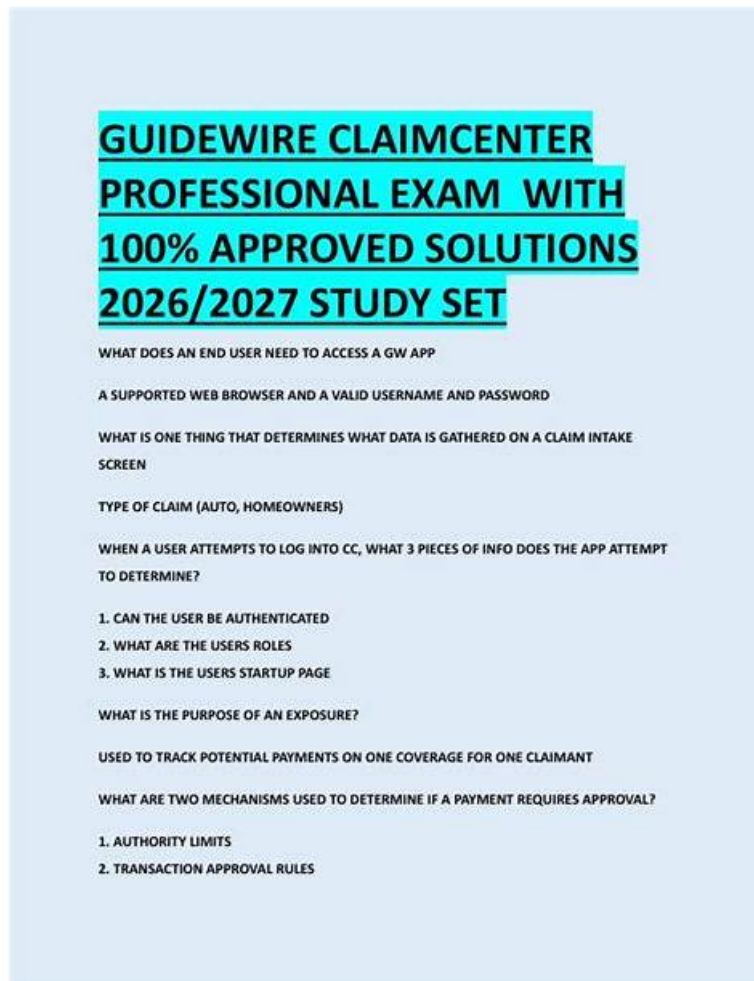


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Guidewire ClaimCenter-Business-Analysts Exam Syllabus Topics:

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

Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37

What is a reason to assign a unique identification number to each User Story Card in ClaimCenter implementation projects?

- **A. The number is used in the naming convention of: Product - Theme - Subtheme - ID number.**
- B. The number identifies total time estimated for building out the related User Story.
- C. The number helps to identify accepted and rejected Acceptance Criteria on Burndown Charts.
- D. The number provides the primary means for organizing tasks in backlog.

Answer: A

Explanation:

In Guidewire implementation methodology (such as SurePath), traceability and organization are maintained through strict naming conventions.

* Naming Convention (Option C): A unique identification number is assigned to every User Story Card to create a consistent naming structure: Product - Theme - Subtheme - ID. (For example: CC - FNOL - Vehicle - 001).

* Purpose: This convention allows Business Analysts, Developers, and QA testers to easily reference, search, and trace requirements across different tools (e.g., from the Story Card in Excel/Jira to the code in Studio and the test cases in the testing suite).

* Why not A, B, or D? Time estimation (A) uses "Story Points," not the ID. Burndown charts (B) track velocity/points, not criteria IDs. Backlogs (D) are organized by Business Value/Priority, not just numerically by ID.

NEW QUESTION # 38

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

Answer: B

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): The Intake theme covers the First 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 the Intake theme.

* 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 occur after 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 # 39

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

Answer: D,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 # 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 requirement numbers related to User Story**
- 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 Story Card number associated with the acceptance criteria**

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 seeing who edited 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

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

Answer: C,D

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 # 42

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Everything is difficult at beginning. When you are distressed about how to start your ClaimCenter-Business-Analysts exam

