

최신 Appian Certification Program ACA-100 무료 샘플문제 (Q39-Q44):

질문 # 39

An organization wants to automate identification of its dissatisfied customers based on the ticket description and assign the appropriate team to provide a quick resolution.

What is the best way to auto-classify the dissatisfied customers as part of processing?

- A. Using an image analysis connected system
- B. Using a decision table
- C. Using a natural language connected system
- D. Using a SAIL form

정답: C

설명:

The organization aims to automate the identification of dissatisfied customers based on the ticket description. To achieve this, leveraging natural language processing (NLP) capabilities is the most efficient method. Appian provides connected systems that allow integration with external NLP services. These services can analyze text data (such as ticket descriptions) to determine the sentiment or classify the text into predefined categories (like "dissatisfied customer").

Natural Language Connected System:

Appian can integrate with third-party NLP platforms such as Google Cloud Natural Language, AWS Comprehend, or Azure Text Analytics via connected systems.

These services analyze the text provided in the ticket description to detect sentiment, keywords, or specific categories indicating dissatisfaction.

Based on the analysis, the system can automatically assign the appropriate team to handle the case.

Why Not Other Options?:

B. Decision Table: While decision tables are useful for rule-based decisions, they are not suitable for interpreting unstructured text like ticket descriptions.

C. Image Analysis Connected System: This option is irrelevant as the task involves text processing, not image analysis.

D. SAIL Form: SAIL forms are primarily used for user interface creation and are not intended for text analysis or classification.

Implementation in Appian:

Create a connected system to integrate with the chosen NLP service.

Configure the NLP service to analyze the text data and return the sentiment or classification results.

Based on the results, use process models to route the ticket to the appropriate team for resolution.

References:

Appian Documentation on Connected Systems: [Appian Connected Systems](#)

Appian Community Success Guide: [Appian Delivery Methodology](#)

Third-Party NLP Services Integration: [Google Cloud NLP Documentation](#)

질문 # 40

Which Appian object's primary purpose is to define the structure of related data for use in a process model?

- A. Constant
- B. Record
- C. Custom Data Type (CDT)
- D. Expression Rule

정답: C

설명:

A Custom Data Type (CDT) in Appian is primarily used to define the structure of related data. It represents a structured data type composed of multiple fields, and it is often used in process models to define the shape of data that will be passed between different activities or stored in the database.

Custom Data Type (CDT) Overview:

CDTs allow developers to define a complex data structure that can include various data types, such as text, numbers, dates, and even nested CDTs.

They are essential for passing structured data within a process model and between Appian applications and external systems.

Why Not Other Options?:

B. Record: Used to represent a view of data from an external or internal source, focusing on displaying and interacting with that data rather than defining its structure.

C . Constant: Stores a fixed value that can be used throughout the application, but it does not define complex data structures.

D . Expression Rule: Encapsulates logic and calculations but does not define data structures.

References:

Appian Documentation on Custom Data Types: Custom Data Types (CDT)

Using CDTs ensures that the data used within process models is structured and consistent, enabling robust data handling across the application.

질문 # 41

What are three of Appian's core capabilities?

- A. Building highly-interactive reporting or data exploration applications
- B. Accommodating applications that need to run completely offline
- C. Connecting to database management systems (e.g., Oracle, MySQL, Microsoft SQL Server)
- D. Designing effective user interfaces by combining available UI components
- E. Automating business processes with complex workflow

정답: C,D,E

설명:

Connecting to Database Management Systems (C): One of Appian's core capabilities is its ability to connect with various database management systems. This allows for seamless data integration, retrieval, and management, enabling applications to interact with databases like Oracle, MySQL, and Microsoft SQL Server, among others. Appian Documentation - Database Connections
Designing Effective User Interfaces by Combining Available UI Components (D): Appian provides a wide range of UI components that can be combined to design effective and user-friendly interfaces. This capability allows developers to create intuitive and interactive applications that meet user requirements. Appian Documentation - User Interface Design
Automating Business Processes with Complex Workflow (E): Appian excels in automating business processes, especially those that involve complex workflows. Its workflow automation capabilities allow for the orchestration of tasks, approvals, and other process activities, making it a powerful tool for process-driven applications. Appian Documentation - Workflow Automation
Note: Building highly-interactive reporting or data exploration applications (A) is possible in Appian, but it's not the platform's primary focus. Accommodating applications that need to run completely offline (B) is not one of Appian's core capabilities, as it is primarily designed for online, connected applications.

질문 # 42

Which Appian component would you use to display a large amount of data in a user-friendly, interactive way?

- A. Pie Chart Component
- B. Dropdown Component
- C. Record Grid Component
- D. Milestone Component

정답: C

질문 # 43

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

정답: A

설명:

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.

질문 # 44

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