

Effective Appian ACA100: Appian Certified Analyst Exam Review - Hot Test4Engine Test ACA100 Answers



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Appian ACA100 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • User Story Creation: This topic examines your ability to create and manage user stories in an Appian context. To become Appian analyst, you will need to demonstrate how to illustrate standard user story formats, categorize them, and collaborate with Product Owners on managing product backlogs. Additionally, the exam will test skills about identifying story status and understanding the various components of a user story, such as description and acceptance criteria.
Topic 2	<ul style="list-style-type: none"> • Requirements Gathering: In this part of the Appian ACA100 exam, your ability to effectively gather and interpret business requirements is evaluated. You will be tested on your understanding of the requirement gathering process, how Appian features can meet business needs, and how to translate requirements into user stories and development plans. Additionally, you will need to address common challenges in this area and know when to apply specific UI components within Appian interfaces.
Topic 3	<ul style="list-style-type: none"> • Appian Software Development Lifecycle (SDLC): The topic tests your expertise in navigating the Appian SDLC and your role as an analyst in each phase, from initial build to optimization. You will need to distinguish between different SDLC stages, understand scrum lifecycle elements like DoD and DoR. Your ability to recognize team roles and responsibilities is essential to become certified Appian analyst.
Topic 4	<ul style="list-style-type: none"> • Business Process Modeling: Your skills in business process modeling within Appian will be assessed here. You need to be familiar with different integration types, BPMN elements, and the best practices for defining user roles in process model diagrams. Your ability to specify correct nodes for scenarios, understand gateway types in the Process Modeler, and identify automation opportunities within a process will be critical to become an Appian analyst.
Topic 5	<ul style="list-style-type: none"> • Introduction to the Appian Platform: This topic assesses the understanding of analysts about the key components and capabilities of the Appian Platform. Aspiring Appian analysts will need to demonstrate knowledge of Appian objects, resources, and role-based security. Additionally, the grasp of Appian use cases and user experiences, as well as the ability to differentiate among Appian Designer, Process Modeler, and Cloud Database, will be tested.

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Appian Certified Analyst Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which BPMN notation type is used to reflect the roles and associated activities within a Process Model diagram?

- A. Sub-Process
- B. Sequence Flow
- C. Swimlane
- D. Task

Answer: C

Explanation:

In BPMN (Business Process Model and Notation), a swimlane is used to represent roles and their associated activities within a process model diagram. Each swimlane represents a different role or department, and the tasks or activities performed by that role are placed within the corresponding swimlane. This visual distinction helps in understanding who is responsible for which parts of the process.

* Swimlane Overview:

* Swimlanes are horizontal or vertical sections within a process model diagram.

* Each lane is labeled with the name of the role, department, or entity that is responsible for the activities within that lane.

* The activities (tasks, events, gateways) are placed within the appropriate swimlane to show which role is performing each action.

* Why Not Other Options?:

* A. Task: Represents a single unit of work or activity but does not indicate the role responsible for it.

* C. Sequence Flow: Represents the order of activities but does not relate to roles or responsibilities.

* D. Sub-Process: Represents a group of related tasks but, again, does not indicate which role is responsible for the activities.

* References:

* Appian Documentation on Process Modeling: Process Models

Swimlanes are essential for clarifying responsibilities in a process, making it easier for stakeholders to understand and manage the process.

NEW QUESTION # 40

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 SAIL form
- C. Using a natural language connected system
- D. Using a decision table

Answer: C

Explanation:

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

NEW QUESTION # 41

According to best practices, which two types of tests should be considered during user acceptance testing (UAT)?

- A. Regulation acceptance testing
- B. Load testing
- C. Functional testing
- D. Platform security testing

Answer: A,C

NEW QUESTION # 42

Consider the below use case:

A third-party system needs to push information to Appian in real-time.

The information is processed in Appian and a case ID is returned.

The third-party system displays the reference case ID on the confirmation screen.

Which integration approach is most suitable?

- A. Use an integration object
- B. Use FTP/SFTP
- C. Use message queues
- D. Use a web API-based integration

Answer: D

Explanation:

The most suitable integration approach for the given use case is web API-based integration (A). Web APIs allow real-time communication between the third-party system and Appian. The third-party system can send information to Appian through an HTTP request, which Appian processes, and then returns the case ID in the response. This real-time, synchronous interaction is ideal for scenarios where immediate feedback, like displaying a case ID on a confirmation screen, is required.

Reference: Appian Documentation - Web APIs

Note: The other options-FTP/SFTP (B), integration objects (C), and message queues (D)-are not as suitable for real-time, synchronous interactions. FTP/SFTP is typically used for batch processing, integration objects facilitate interactions within Appian, and message queues are better suited for asynchronous processing.

NEW QUESTION # 43

The order management team receives orders via different channels, including email. Emails are accompanied by attachments containing the details of the order information. The team reviews the emails and attachments for clarity. Then, they extract the order specifics to create a customer record in their Customer Relationship Management (CRM) platform and an order in their Order

Management System (OMS).

What is the most effective form of automation to help increase fulfillment efficiency in this process?

- A. Prompt the order management team members with a task to create an order in the CRM platform
- **B. Review the emails and attachments using trained artificial intelligence to extract order data information**
- C. Have an auto-reply "Thank You" email sent back thanking the customer for sending in their order request
- D. Provide a task after the order email was received asking the team to check the order status and select the next step option

Answer: B

NEW QUESTION # 44

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