

ClaimCenter Business Analyst - Mammoth Proctored Exam Sure Questions & ClaimCenter-Business-Analysts Torrent Vce & ClaimCenter Business Analyst - Mammoth Proctored Exam Updated Pdf

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BA EXAM NEWEST ACTUAL EXAM
COMPLETE ACCURATE QUESTIONS AND
DETAILED VERIFIED ANSWERS GRADED A+
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What are deductibles tied to? - **✓✓✓ Correct Answer >**
Individual coverages which are tied to exposures

Can you start the payment wizard when the claim is NOT at ability to pay? - **✓✓✓ Correct Answer >** No

In what status does a check need to be in to delete the check? - **✓✓✓ Correct Answer >** Awaiting submission

Why are there two transactions for final payments that do not exceed the reserve line? - **✓✓✓ Correct Answer >** The first transaction is the payment to the claimant(s), the second transaction is to zero out the reserve line

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Guidewire ClaimCenter Business Analyst - Mammoth Proctored Exam Sample Questions (Q36-Q41):

NEW QUESTION # 36

A sales executive and business traveler has a full coverage auto policy through his insurance company. The executive lives in Detroit, Michigan and often drives across the border to visit client offices in Canada.

While driving in downtown Toronto, the executive's car was hit by a truck coming the wrong way. He called his insurance company to report a claim for this accident. However, the Customer Service Representative (CSR) cannot confirm there is an active policy on file.

How should this claim be handled?

- A. If the policy is not verifiable, the CSR will create the claim as an unverified policy claim and retrieve the correct policy when more information available.
- B. If the policy is not verifiable, the CSR cannot create the claim as a verified, active policy is a minimum requirement to create a claim.
- C. If the policy is not verifiable, the CSR will ask the executive to call back when he has the policy information to complete the report and create the claim.
- D. If the policy is not verifiable, the CSR will notify a Supervisor to escalate the case for investigation and submits notes in ClaimCenter for reference.

Answer: A

Explanation:

Guidewire ClaimCenter is designed to handle First Notice of Loss (FNOL) scenarios where the policy system is unavailable or the specific policy cannot be immediately located. The correct standard procedure is to create an Unverified Policy claim.

* Unverified Policy Workflow: The New Claim Wizard allows the user to select "Unverified Policy" if a search returns no results.

This allows the CSR to proceed with capturing critical accident details (Loss Details, Vehicles, Injuries) and providing service to the customer immediately.

* Reconciliation: Later, once the correct policy number is found or the policy system comes back online, the claim can be updated. The "Unverified Policy" feature specifically supports the "Select Policy" step of the wizard to ensure claims are not blocked by administrative data issues.

* Customer Experience: Option A (asking the customer to call back) is poor service and contrary to ClaimCenter's design philosophy. Option D is incorrect because a verified policy is not a hard blocking requirement for creating a draft claim in this specific workflow.

NEW QUESTION # 37

Succeed Insurance has a requirement to add a new high-risk indicator to the Claim Status screen for property claims that have a lien on the property. A new icon will be added to the configuration to provide a visual indicator making it easier for Adjusters and other ClaimCenter users to determine that a claim has a lien.

Which two common areas of the user interface (UI) can display the new lien icon? (Choose two.)

- A. Info Bar
- B. Sidebar
- C. Screen Area
- D. Workspace
- E. Tab Bar

Answer: A,C

Explanation:

In the standard Guidewire ClaimCenter User Interface architecture, high-priority alerts and claim indicators are displayed in two primary locations to ensure visibility:

* The Info Bar (Option D): This is the persistent strip located at the top of the claim file (just below the Tab Bar). It remains visible regardless of which specific claim sub-screen (Medical, Financials, Notes) the user is navigating. It is designed specifically to host "High Risk Indicators" such as Litigation, Fatalities, Coverage issues, and in this scenario, a "Lien" indicator. This ensures the adjuster is aware of the critical status immediately upon opening the claim.

* The Screen Area (Option A): Specifically, the Claim Status (or Summary) screen which resides in the main Screen Area contains a dedicated section for "Claim Indicators." Here, the icon is displayed along with a text description and potential toggle status (On/Off). The prompt explicitly mentions the requirement to "add a new high-risk indicator to the Claim Status screen," confirming the Screen Area as the second location.

Why other options are incorrect:

* Sidebar (B): The sidebar (left panel) is used for the "Actions" menu and navigation links (steps) to move between screens. It does not typically host status icons for the claim object itself.

* Workspace (C): While "Workspace" can refer to the application frame, in UI terminology, it often refers to the specific worksheets (bottom pane) or the container, not the specific UI element for indicators.

* Tab Bar (E): The Tab Bar is for high-level navigation (Claim, Desktop, Administration, Search) and does not display claim-specific data icons.

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

Answer: D

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

A Business Analyst (BA) noticed that one of the User Story Card files for the project indicated that it had recently been modified. The BA wanted to see who changed it, what was changed, and why it was changed.

Where on the Story Card can the BA go to determine the changes recently made to it?

- A. Go to the Document Control tab > Amendment History
- B. Go to the Action Items tab > Description > Resolution/Comments
- C. Go to File > Properties
- D. Go to the UI Fields tab > New or Modified fields

Answer: A

Explanation:

In the standard Guidewire User Story Card template (an Excel-based tool used for requirements gathering), version control is

manually tracked to ensure auditability and clarity among the project team.

* Document Control Tab (Option C): This is typically the first tab in the Story Card workbook. It contains a section specifically for Amendment History (or Revision History).

* Content: This section is designed to capture:

* Who: The author of the change.

* When: The date of the change.

* What/Why: A description of the modification (e.g., "Updated Acceptance Criteria based on Workshop feedback").

This provides the specific "Who, What, and Why" requested in the scenario.

Why other options are incorrect:

* File > Properties (A): This is standard Excel metadata. It shows the "Last Modified By" user and date, but it cannot explain what specific cells were changed or why (the business context).

* Action Items (B): This tab tracks open questions or tasks, not the revision history of the document requirements.

* UI Fields (D): This tab tracks the requirements for screen fields, but does not serve as a changelog for the entire document.

NEW QUESTION # 40

When capturing information about a damaged vehicle, Succeed Insurance requires that the total distance driven (miles/km) for the vehicle be captured as well. What is the best practice for a Business Analyst (BA) to determine if ClaimCenter already has a field to capture distance driven?

- A. Log in to ClaimCenter and review the Vehicle Incident screen to see if there is a relevant field.
- B. Start Guidewire Studio, search for a Vehicle Incident screen and review it for a relevant field.
- C. Review the Guidewire ClaimCenter Application Guide for information on creating a vehicle incident.
- D. **Check the full view of the Data Dictionary to see if a relevant field exists on the Vehicle entity.**

Answer: D

Explanation:

The Data Dictionary is the definitive reference tool for Business Analysts to explore the data model of a Guidewire application.

* Best Practice: To determine if a specific data point (like "distance driven" or "odometer reading") exists in the system's schema, the BA should consult the Data Dictionary. This auto-generated documentation lists all entities (such as Vehicle or VehicleIncident) and their associated fields (columns), along with data types and descriptions. This confirms existence even if the field is not currently exposed on the user interface.

* Why Option B is better than A: Checking the UI (Option A) is unreliable because a field may exist in the database but be hidden, disabled, or not placed on the specific screen the BA is viewing.

* Why Option B is better than C: The Application Guide (Option C) describes standard features and workflows but does not provide a granular, technical list of every database column, nor does it reflect any custom schema extensions added by the implementation team.

* Why Option B is better than D: While Guidewire Studio (Option D) is a powerful tool that can verify this, it is primarily a developer environment. For a Business Analyst, the Data Dictionary is the intended, accessible "Source of Truth" artifact for data modeling questions without requiring IDE access or technical code navigation.

NEW QUESTION # 41

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