



C2180-189^{Q&As}

Blueworks Live and Business Process Manager Express or Standard Edition V7.5.1 BPM Analysis

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QUESTION 1

A BPM analyst needs to assess the process for claim submission of automobile incidents of an insurance company. One of the general goals for the company is to improve customer service. Which of the following should a BPM analyst define as a Critical Success Factor (CSF) aligned to this goal?

- A. Increase phone satisfaction survey scores.
- B. Increase customer base by gaining new customers.
- C. Train insurance adjustors on interpreting a police report.
- D. Train phone representatives on Business Process Management System (BPMS) software.

Correct Answer: A

QUESTION 2

A BPM analyst is modeling the process for acquiring membership at a club. The analyst interviewed the front office supervisor, who provided the following description of the first activity "Enter Application": "One of our receptionists receives a paper application from the potential client, an applicant. The receptionist first looks up the client's name and address to see if it exists in our system, then enters the information from the paper application into the system, and assigns a membership number to the application. When the application entry is complete, the receptionist sends it to the manager for an initial review." The BPM analyst has created the discovery map in Blueworks Live and now needs to enter information from the above description into the Details fields for the activity "Enter Application". For the activity "Enter Application", what are the Inputs and Outputs?

- A. Inputs: Membership Number Outputs: Application Membership Number
- B. Inputs: Membership Number Outputs: Application Membership Number
- C. Inputs: Membership Number Outputs: Application Membership Number Name Address
- D. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- E. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- F. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- G. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address
- H. Inputs: Application Membership Number Name Address Outputs: Application Membership Number Name Address

Correct Answer: A

QUESTION 3



A company needs to improve their hiring process and hired a BPM analyst to map the current state. During the discovery session, the business subject matter experts (SMEs) indicate to the BPM analyst that the hiring request is reviewed by both the human resource admin and the human resource manager. How should the BPM analyst document the participant role for this activity?

- A. Assign the admin as the participant since the admin is paid less.
- B. Assign the manager as the participant since the admin reports to the manager.
- C. Break the "Review" task into separate tasks and define who does what.
- D. Pick either the admin or the manager and assign the "Review" task to that role.

Correct Answer: C

QUESTION 4

A BPM analyst is conducting interviews with the participants of a business process. What feedback about the process that might not be captured in a process diagram should the BPM analyst look out for?

- A. Excessive reviews
- B. Too many participants
- C. Identification of bottlenecks
- D. Not enough system automation

Correct Answer: C

QUESTION 5

A company has multiple processes already documented in their Blueworks Live library. During process discovery on a new process, the business subject matter experts (SMEs) identify a subprocess that is exactly the same as a process already in Blueworks Live library. How should the BPM analyst capture this requirement in Blueworks Live?

- A. Use the Linked Processes feature to capture the relationship.
- B. Use the Heat Mapping feature to capture the common process flows.
- C. Use the Smart Folder feature to organize both processes in the same folder.
- D. Copy the same Inputs, Outputs, and Participants when defining the new subprocess.

Correct Answer: A



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