C2070-993^{Q&As}

IBM Case Manager V5.2.1 Solution Designer

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QUESTION 1

What can IBM Content Analytics be used for? (Choose two.)

A. Report on cases and tasks that are currently active.

B. Discover unexpected correlations between words and phrases.

C. Research trends in words and phrases that occur frequently across cases.

D. Get data on the average time to complete business tasks during a specific time interval.

E. Review volume, find and eliminate bottlenecks and ensure that operations are working efficiently and effectively.

Correct Answer: BC

QUESTION 2

A solution package is a set of XML files and folders that are the artifacts of a solution. The package contains a Solution Definition File (SDF), a Process Engine (PE) Configuration File, a Workflow Definitions, and a "Pages" folder. What is the file that contains the application space, roster, event logs, queues, in-baskets, roles, and step processors?

A. PE Configuration File

B. Solution Definition File

C. Workflow Definition File

D. Workflow Collection File

Correct Answer: A

QUESTION 3

What are the tasks types in ICM?

A. Repeatable tasks, optional tasks, discretionary tasks, and event driven tasks.

B. Repeatable tasks, optional tasks, inclusive or exclusive sets of tasks, discretionary tasks, and event driven tasks.

C. Document arrival tasks, optional tasks, inclusive or exclusive sets of tasks, discretionary tasks, and event driven tasks.

D. Repeatable tasks, document arrival tasks, optional tasks, inclusive or exclusive sets of tasks, discretionary tasks, and event driven tasks.

Correct Answer: B

QUESTION 4

Which tool is used to deploy solutions in a production environment?

A. Workplace XT

B. Case Manager Builder

C. FileNet Enterprise Manager

D. IBM Case Manager Administration Client

Correct Answer: D

QUESTION 5

Which statement about the difference between a task and a process workflow is true?

A. A task is a more specialized and focused process; a process encompasses the entire work stream.

B. A task is always started from a document being added to the system; a process can be started by a number of ways.

C. A task can be started by a number of ways; a process can only be started from a document being added to the system.

D. A task is part of a set that have to be executed in a certain order; a process allows for process fragmentation.

Correct Answer: A

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