



# C2070-993<sup>Q&As</sup>

IBM Case Manager V5.2.1 Solution Designer

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### QUESTION 1

A solution designer would like to meet the following business requirement for a solution that has two roles Clerk and Supervisor. 1. Users belonging to the Clerk role should see the default case details page when viewing case details for a case. 2. Users belonging to the Supervisor role should see the custom case details page when viewing case details for a case. Which steps would the solution designer take to meet this requirement?

- A. Only create a custom case details page by duplicating the default case details page and register the page in the Case page space.
- B. Only create a custom case details page by duplicating the default case details page and register the page in the Work page space.
- C. Create a custom case details page by duplicating the default case details page and register the page in the Case page space; In Case builder, add the Supervisor role and set the case detail page layout to the registered custom case details page.
- D. Create a custom case details page by duplicating the default case details page and register the page in the Work page space; In Case builder, add the Supervisor role and set the case detail page layout to the registered custom case details page.

Correct Answer: C

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### QUESTION 2

What is a major use for FileNet eForms with IBM Case Manager?

- A. To design a paper form for printing.
- B. To provide the user interface for case information.
- C. To determine who should be assigned to a case activity.
- D. To keep track of tasks that have been completed against the case.

Correct Answer: B

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### QUESTION 3

During the requirements phase, there are tasks that need to be added to the case at the discretion of the knowledge worker but not seen until started. Which task type is used for this purpose?

- A. System
- B. Optional
- C. Required
- D. User Created

Correct Answer: D

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#### QUESTION 4

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

- A. Reporting on cases and tasks that are currently active.
- B. See which words and phrases occur frequently in many cases.
- C. Discover unexpected correlations between words and phrases.
- 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

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#### QUESTION 5

What states can a task can be in?

- A. Waiting, Ready, Working, Complete, or Failed
- B. Waiting, Ready, In Process, Complete, or Failed
- C. Waiting, Ready, Working, Complete, Failed, or Archived
- D. Waiting, Ready, Working, Complete, Failed, or user defined state

Correct Answer: A

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#### QUESTION 6

Which two components are optional add-on licenses with the IBM Case Manager core product offering? (Choose two.)

- A. IBM Forms
- B. IBM Case Analyzer
- C. IBM FileNet eForms
- D. Content Search Services
- E. WebSphere Process Server

Correct Answer: AE

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#### QUESTION 7

A production environment is locked down, giving permission to create or modify spaces only to administrator users.



What Business Space setting is used to determine who is an administrator user?

- A. Administrative User Group.
- B. Solution Administrator setting.
- C. com.ibm.mashups.adminGroupName.
- D. The owner of the individual pages are the administrators.

Correct Answer: C

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#### QUESTION 8

Content Analytics leverages a component to search the FileNet Content Engine that is hosting the case solution to gather and parse case artifacts to make them available for Content Analytics searches. What is this component called?

- A. Crawler
- B. Exporter
- C. Search Daemon
- D. Content Daemon

Correct Answer: A

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#### QUESTION 9

Which API is NOT a component of the Case Manager API?

- A. Content Engine REST API (P8CEREST)
- B. Process Engine REST API (P8BPMREST)
- C. IBM Case Manager REST API (CASEREST)
- D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine

Correct Answer: A

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#### QUESTION 10

What is the function used by a task to exchange data with an external system?

- A. The Case REST API.
- B. The Content Engine event script.
- C. The PE web services integration capabilities.



D. The PE Assign step to lookup data in the external system.

Correct Answer: C

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#### QUESTION 11

The four views available in the Case Information Widget by default are summary, documents, tasks, and what other view?

- A. Step
- B. History
- C. Toolbar
- D. Add Case

Correct Answer: B

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#### QUESTION 12

A solution designer would like to use a FileNet eform to add a case in ICM. The form template has already been created in the eforms designer. Which step(s) need to be performed to make this form available to add a case?

- A. Check in the form template of type Document class using WorkplaceXT.
- B. Check in the form template of type ITXFormTemplate class using WorkplaceXT.
- C. Check in the form template of type Document class using WorkplaceXT; Configure the Case Form Widget in the Add Case Form page with this version series ID of the checked in form template.
- D. Check in the form template of type ITXFormTemplate class using WorkplaceXT; Configure the Case Form Widget in the Add Case Form page with this version series ID of the checked in form template.

Correct Answer: D

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#### QUESTION 13

Sol1 has been created in project area P1 by John. As a new requirement, Sol1 has to be now moved to project area P2. How can this be achieved?

- A. By assigning P1 Object Store to P2.
- B. By assigning John to project area P2.
- C. By using the IBM Case Manager Administration Client.
- D. By using the Move option on the Manage Solutions page of the IBM Case Manager Builder.

Correct Answer: C

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#### QUESTION 14

A Solution Package is exported in what format?

- A. ZIP
- B. XML
- C. RAR
- D. JSON

Correct Answer: A

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#### QUESTION 15

How is a case instance represented in Content Engine?

- A. A folder object filed in a case type folder.
- B. A custom object filed in a case type folder.
- C. A folder object filed by year, month, date, and time.
- D. A custom object filed by year, month, date, and time.

Correct Answer: C

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