



# C2070-586<sup>Q&As</sup>

IBM Case Manager V5.1

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**QUESTION 1**

Case ID is the unique identifier for a case in ICM. Which statement is true?

- A. The Case ID cannot be modified.
- B. The Case ID can only be appended with additional values.
- C. The entire Case ID can be overwritten to display a new value to the case worker.
- D. Only the Case ID prefix can be modified by assigning a case property as the Case Title Property.

Correct Answer: C

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**QUESTION 2**

A user in the customer\_interactions project area has created two solutions, Sol1 and Sol2. The user is transferred to the credit\_card\_investigations project area. What happens to Sol1 and Sol2?

- A. Sol1 and Sol2 are deleted.
- B. Sol1 and Sol2 remain in customer\_interactions project area.
- C. Sol1 and Sol2 are moved to orphaned\_solutions project area.
- D. Sol1 and Sol2 are moved to credit\_card\_investigations project area.

Correct Answer: B

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**QUESTION 3**

Which application is used to modify the Case Monitor data stream objects when exposing a case property to a Cognos Real-time Monitoring dashboard?

- A. Case Manager Builder
- B. Process Configuration Console
- C. Cognos Real-time Monitoring Dashboard
- D. Cognos Real-time Monitoring Workbench

Correct Answer: D

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**QUESTION 4**

What allows Case workers to view both IBM Case Manager and IBM BPM work items simultaneously from the same view, by using the Connector widget for IBM Business Process Manager?



- A. Integrated Inbox
- B. Inbasket Widget
- C. Case List Widget
- D. Command Widget

Correct Answer: A

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#### QUESTION 5

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

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