



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

What is the recommended way to add a Work Detail page?

- A. Add the page in Case Builder by duplicating another page.
- B. Add the page in Case Client and customize with new functionality.
- C. Create the new page in Case Manager client and then associate it in Case Builder.
- D. Create the new page in Case Manager client by duplicating a page and then associate it in Case Builder.

Correct Answer: D

QUESTION 3

What is the key difference between case management and business process management?

- A. Cases tend to be predictable and rely on system control or business rule based control flow.
- B. Cases may not always involve human participation, while a business process solution always require human interaction.
- C. In case management, the business problem is solved by a knowledge worker using tasks that may have been modeled; in business process management, the business problem is always solved by following a modeled process.
- D. The emphasis of case management is on designing a step by step procedure to solve a business problem; the emphasis of business process management is on designing a flexible solution for knowledge workers to solve a repeatable problem.

Correct Answer: C

QUESTION 4



Content Analytics is used to analyze the structured and unstructured contents of cases to identify actionable insights. What are two examples of unstructured content? (Choose two.)

- A. Case ID
- B. Case Comments
- C. Case Documents
- D. Solution custom attributes
- E. Date the case was opened

Correct Answer: BC

QUESTION 5

What must be done to make a custom widget available to the Case Client?

- A. Add the widget code to the ECM Widgets war file.
- B. Add the widget code to the IBM Case Manager war file.
- C. Package, deploy and register the widget in WebSphere Business Space using wsadmin commands.
- D. Create a war file of the custom widget and deploy it in WebSphere Application server as a web application.

Correct Answer: C

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