



# C2180-276<sup>Q&As</sup>

IBM Business Process Manager Express or Standard Edition V8.0 BPM  
Application Development

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**QUESTION 1**

A company has requested that a manager must be notified when the Claim Request activity for their call center process application takes longer than 20% of the expected threshold 3 times in one day. Review the assignment settings for the activities Total Time (Clock) KPI.

**Assignment Settings**

Use KPI defaults:

Assignment Type: Automatic

**Threshold Settings**

Use KPI defaults:

Minimum	0	Days	0	Hours	0	Minutes	0	Seconds
Expected:	0	Days	0	Hours	5	Minutes	0	Seconds
Maximum:	0	Days	0	Hours	0	Minutes	0	Seconds

What are the correct configurations for the activity's Total Time (Clock) KPI and associated SLA?



A. A. No changes in Total Time (Clock) KPI and configure the following SLA.

<b>Details</b>	
Target type:	Activity
<b>Trigger</b>	
Trigger:	Violated N times over period
Count N:	3 times
Over period:	Today
<b>Condition</b>	
Scope:	Single value
KPI:	Total Time (Clock)
Activities:	Claim Request (Process SLA)
Condition:	Greater than
Compared with:	20% above
Kind of threshold:	Expected threshold value
<b>Consequence</b>	
<input checked="" type="checkbox"/>	Send email to processmanager@company.com
<input type="checkbox"/>	Initiate the process <select process>

B. B. No changes in Total Time (Clock) KPI and configure the following SLA.

<b>Details</b>	
Target type:	Activity
<b>Trigger</b>	
Trigger:	Violated % of the time over period
Percentage:	20 % of the time
Over period:	Today
<b>Condition</b>	
Scope:	Single value
KPI:	Total Time (Calendar)
Activities:	Claim Request (Process SLA)
Condition:	Greater than
Compared with:	Threshold
Kind of threshold:	Expected threshold value
<b>Consequence</b>	
<input checked="" type="checkbox"/>	Send email to processmanager@company.com
<input type="checkbox"/>	Initiate the process <select process>

C. C. Set the value of Total Time (Clock) KPI expected threshold to "6" (increase 20%) and configure the following SLA.

<b>Details</b>	
Target type:	Activity
<b>Trigger</b>	
Trigger:	Violated N times over period
Count N:	3 times
Over period:	Today
<b>Condition</b>	
Scope:	Single value
KPI:	Total Time (Clock)
Activities:	Claim Request (Process SLA)
Condition:	Greater than
Compared with:	Threshold
Kind of threshold:	Expected threshold value
<b>Consequence</b>	
<input checked="" type="checkbox"/>	Send email to processmanager@company.com
<input type="checkbox"/>	Initiate the process <select process>

D. D. Set the value of Total Time (Clock) KPI Maximum Threshold to "18" the sum of 3 times of the Expected threshold and configure the following SLA.

<b>Details</b>	
Target type:	Activity
<b>Trigger</b>	
Trigger:	Whenever the condition is violated
<b>Condition</b>	
Scope:	Sum of values over time
KPI:	Total Time (Calendar)
Activities:	Claim Request (Process SLA)
Start time:	Today
Condition:	Greater than
Compared with:	Threshold
Kind of threshold:	Maximum threshold value
<b>Consequence</b>	
<input checked="" type="checkbox"/>	Send email to processmanager@company.com
<input type="checkbox"/>	Initiate the process <select process>





A. B. C. D.

Correct Answer: A

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## QUESTION 2

A BPM application developer has to build code that allows users to follow business process definition instances from a human service.

What is the REST API syntax that the BPM application developer needs to use?

- A. PUT /rest/bpm/wle/v1/social/instance/{instanceId}/following
- B. GET /rest/bpm/wle/v1/social/instance/{instanceId}/following
- C. POST /rest/bpm/wle/v1/social/instance/{instanceId}/following
- D. DELETE /rest/bpm/wle/v1/social/instance/{instanceId}/following

Correct Answer: C

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## QUESTION 3

A BPM application developer needs to create custom SQL queries targeting the Business Performance Data Warehouse to satisfy a customer's reporting requirements. While browsing the system catalog of the database management system, the developer notices tables and views corresponding to the tracking groups defined in the process application.

Which database artifacts should the developer query to obtain only the actively tracked data? The BPM application developer should query the:

- A. views, because the views contains more recent data than the tables.
- B. views, because the views contain only the data resulting from the updated tracking definitions.
- C. tables, because the tables contains more recent data than the views.
- D. tables, because the tables contain only the data resulting from the updated tracking definitions.

Correct Answer: B

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## QUESTION 4

A client executive has asked a BPM application developer to provide the focus areas for four playbacks. How should the BPM application developer respond?



- A. Playback 0: BlueworksLive model Playback 1: Process diagram in Process Designer Playback 2: User interfaces and integrations Playback 3: Error Handling
- B. Playback 0: BlueworksLive model Playback 1: Process discovery Playback 2: Human services and data mapping Playback 3: Integrations and consolidation of previous themes
- C. Playback 0: Process flow implementation Playback 1: Business rules Playback 2: Human services and data mapping Playback 3: Integrations, corner cases and error handling
- D. Playback 0: Process discovery and high level business process. Playback 1: Data model, process flow and human services Playback 2: Business rules and integrations Playback 3: Consolidation of previous themes

Correct Answer: D

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### QUESTION 5

A BPM application developer wants to reuse error handling flows for common errors that can be raised by any activity in a business process diagram and its subprocesses. How should the BPM application developer implement error handling?

- A. Create an event subprocess with the error handling flow and specify the errors to be handled in the properties of the error start event.
- B. Place an error event subprocess with the error handling flow in a toolkit and ensure a dependency to the toolkit is added to the process application.
- C. Place an error intermediate event as part of the service flow for all services that implement the activities. Connect the flow from those events to the same subprocess containing the error handling flow.
- D. Attach intermediate events to all activities, specify the errors to be handled and connect the flow from those events to the same subprocess containing the error handling flow.

Correct Answer: A

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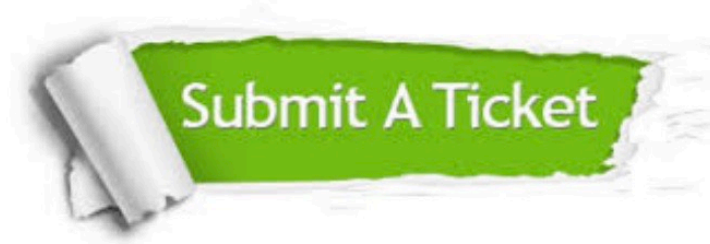
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