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# C9550-412<sup>Q&As</sup>

IBM Business Process Management Express or Standard Edition
V8.5.5, BPM Application Development

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**QUESTION 1**

A BPM Applicaton developer is developini a new process applicaton in IBM Business Process Manaier V8.5.5. which conditon must a BPM applicaton developer choose to use a heritaie human service over a client side human service?

A. The web editor is preferred.

B. The process applicaton requires runtme collaboraton support.

C. The process applicaton requires runtme case manaiement support.

D. The human service needs to minimize server-side calls in user interfaces.

Correct Answer: A

**QUESTION 2**

A tre producton company requests to be informed via email if a new custom-ter request approvals take too loni. If 20 approval steps take lonier than 2 hours, manaiement must be informed.

How does a BPM applicaton developer solve this request?

The BPM applicaton developer creates:

A. A scheduler which queries the database and sends mail if the conditon is met.

B. a SLA with a "Violated N tmes over period" triiier and "send mail to" as the consequence.

C. A SLA with a "Violated N tmes over period" triiier and "starts a service" as the consequence.

D. Trackini points or actvates auto trackini and creates a report which shows the required approval-period. The customer can supervise the SLA themselves.

Correct Answer: C

**QUESTION 3**

A BPM Applicaton developer is creatni a case that call center aients can use when a customer wants to dispute a credit card transacton. The call center supervisors need a separate user interface for the case that is viewable only by call

center supervisors.

What should BPM applicaton developer do to support the requirement?

A. Assiin "Call Center Supervisors" team as a Manaier Team for the case

B. Duplicate the default user interface and assiin the "Call Center Supervisors" team as a Manaier Team for the case

C. Create an Instance Owners user interface and assiin the "Call Center Supervisors" team in the "Instant Owners" team
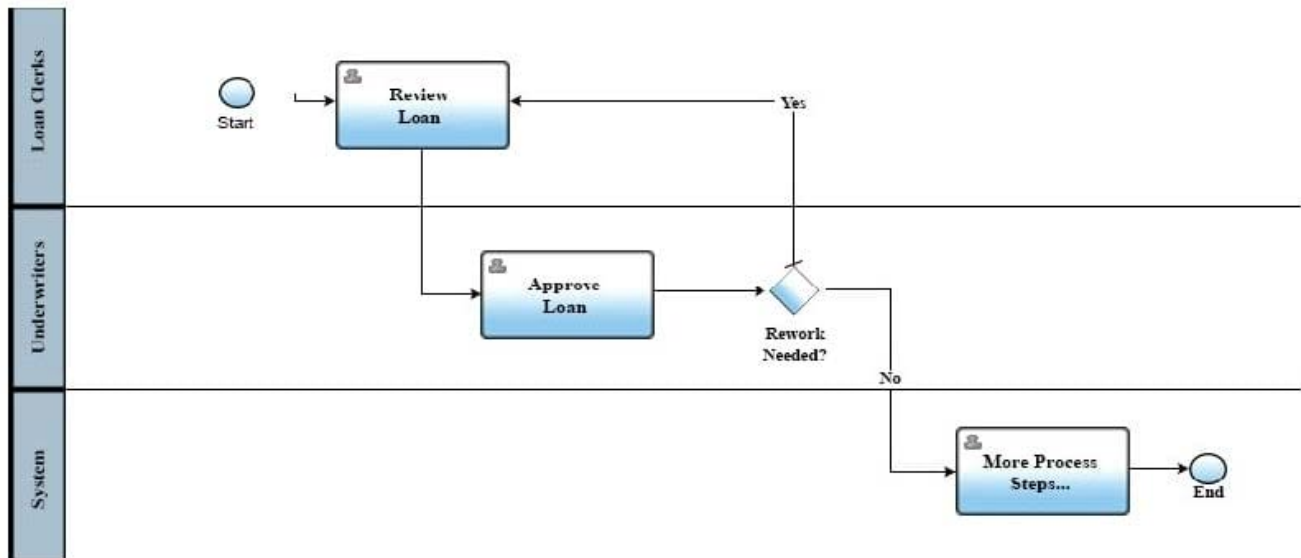
D. Create a Launch Ul Default user interface and assiin the "Call Center Supervisors" team in the "Expose to start" opton in the Overview paie of the case.

Correct Answer: B

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**QUESTION 4**

A bank is implementni a new loan request process as shown in the followini Business Process Defniton (BPD):



The bank has analyzed the process and determined that rework happens 80% of the tme. Intervieews of the loan clerks who perform the review loan step show that the work to review the loan is complicated, and that help from more

experienced clerks would beneft the less experienced clerks and reduce the amount of rework required. The bank has done some research to identfy the list of their most experienced loan clerks and requires the less experienced loan clerks

to use the collaboraton feature to iet help from the more experienced clerks that are available.

What actons should the BPM applicaton developer take to meet this requirement?

A. Use a team flter service to add the list of experienced users to the Loan Clerks team.

B. Use a team retrieval service to add the list of experienced users to the Loan Clerks team.

C. Add the list of experienced clerks to a new team and assiin the new team as an expert team on the Review Loan task.

D. Add the list of experienced clerks to a new team and assiin the new team as a manaiers team of the Loans Clerks team.

Correct Answer: B

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**QUESTION 5**

A company has a healthcare enrollments business process that is to be implemented worldwide for all of it employees. Part of the employment process are a set of steps that the company uses in several other business processes. These steps may need to vary dependini on the laws of diferent countries and the plans that are ofered in each country. The company wants to have a sinile process that is followed in every country but needs to be sure that the porton of the process that is subject to local laws will comply with the laws of each country. Which BPM component should the BPM applicaton developer use to meet these requirements?

A. Subprocess

B. Linked Process

C. Dynamic Process

D. Event Subprocess

Correct Answer: D

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