



C2070-993^{Q&As}

IBM Case Manager V5.2.1 Solution Designer

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QUESTION 1

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

QUESTION 2

What states does a case have?

- A. New, Working, Initializing, Complete, and Failed
- B. New, Waiting, In Progress, Complete, and Failed
- C. New, Waiting, In Progress, Complete, Filed, and Archived
- D. New, Initializing, Working, Complete, Failed, and Archived

Correct Answer: A

QUESTION 3

Before a case property can be exposed to the Case Analyzer, what Content Engine events must be audited?

- A. Creation Event, Deletion Event, Update Event
- B. Change State Event, File Event, Update Event
- C. Creation Event, Deletion Event, Checkin Event
- D. Change State Event, Creation Event, Delete Event

Correct Answer: A

QUESTION 4

Which must be installed and configured with IBM Case Manager to enable IBM Sametime?

- A. Only IBM Sametime client and Lotus Domino server



- B. Only IBM Sametime proxy server and Lotus Domino server
- C. Only Lotus Domino server, IBM Sametime client, and IBM Sametime proxy server
- D. Only Lotus Domino server, IBM Sametime community server, and IBM Sametime proxy server

Correct Answer: D

QUESTION 5

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

QUESTION 6

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

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

QUESTION 8

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

QUESTION 9

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

QUESTION 10

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

QUESTION 11

How do workflow and case properties get synchronized within a task?

- A. A post condition needs to be added to sync the data fields.
- B. A separate ICM system task completes the synchronization.
- C. ICM automatically adds a post condition to sync the data fields.
- D. They are automatically synchronized because they are named the same.

Correct Answer: C

QUESTION 12

Your Case Manager solution requires integration to Process Engine. If you use the PE REST API, what format are responses returned in?

- A. XML
- B. XOM
- C. JSON
- D. HTML

Correct Answer: C

QUESTION 13

Which two statements are correct about a design object store? (Choose two.)

- A. It contains a solution package for each solution.
- B. The solutions are deployed and tested in the design object store.
- C. A design object store is not allowed in a production environment.
- D. Each Case Manager/P8 Domain allows multiple design object stores.
- E. Each Case Manager/P8 Domain allows one (and only one) design object store.

Correct Answer: AE



QUESTION 14

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

QUESTION 15

What is the default security setting for a page?

- A. Owner = View; Authorized Users = Edit.
- B. Default to Owner and User having Edit access.
- C. Owner = Administrator; Authorized Users = View.
- D. Default security is inherited from the space in which it is contained.

Correct Answer: D

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