C2070-586^{Q&As}

IBM Case Manager V5.1

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QUESTION 1

A solution package is a set of XML files and folders that are the artifacts of a solution. The package contains a Solution Definition File (SDF), a Process Engine (PE) Configuration File, a Workflow Definitions, and a "Pages" folder. What is the file that contains the application space, roster, event logs, queues, in-baskets, roles, and step processors?

A. PE Configuration File

B. Solution Definition File

C. Workflow Definition File

D. Workflow Collection File

Correct Answer: A

QUESTION 2

What does the ICM Content Engine Object Model consist of?

A. Solution, case type, task, and document type

B. Solution, case type, task, step, document type, pages, and role

C. Solution, case type, task, inbasket, step, document type, and role

D. Solution, case type, task, document type, pages, widgets, and role

Correct Answer: A

QUESTION 3

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 4

What tool is used to import a solution package?

A. IBM Case Manager Builder

B. IBM FileNet Process Designer

C. IBM FileNet Enterprise Manager

D. IBM Case Manager Administration Client

Correct Answer: D

QUESTION 5

Which is NOT a capability of IBM Case Manager Builder?

A. To allow business analysts to build case management solutions.

B. To allow business analysts to design and deploy case management solutions.

C. To allow business analysts to copy case management solutions within the same project area.

D. To allow business analysts to transfer a solution from the development domain to a second development or production domain.

Correct Answer: D

QUESTION 6

Content Analytics leverages a component to search the FileNet Content Engine that is hosting the case solution to gather and parse case artifacts to make them available for Content Analytics searches. What is this component called?

A. Crawler

B. Exporter

C. Search Daemon

D. Content Daemon

Correct Answer: A

QUESTION 7

A case worker would like to send an instant announcement to other case workers in the IBM Case Manager environment. How can this be done?

A. By adding a comment to the case.

B. By using the external email system.

C. By using the IBM Sametime integrated feature.

D. By creating a case with the announcement as a property.

Correct Answer: C

QUESTION 8

A customer is looking for assistance in determining a backup strategy. Which statement is true regarding backup of the ICM solution?

A. A Hot Backup can be performed if the operating system is AIX.

B. A Hot Backup cannot be performed because Business Space prevents it.

C. A Hot Backup cannot be performed because of the difficulties of ensuring in-flight transactions.

D. A Hot Backup can be performed because ICM provides additional features to permit this process.

Correct Answer: C

QUESTION 9

How do custom actions added in the Case Toolbar appear?

A. As individual buttons.

B. As a "More Actions" button.

C. As hyperlinks to each action.

D. As a single button with a configurable name/title.

Correct Answer: B

QUESTION 10

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 11

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How can you implement an IBM BPM automated task?

A. Create an empty task using Case Manager Builder, discover this empty task with Integration Designer and implement the Process Server process.

B. Create a task with a system step in Case Manager Builder, discover this empty task with Integration Designer and implement the Process Server process.

C. Create an empty task using Case Manager Builder, discover this empty task with Integration Designer and implement the Process Server process via a custom class in IBM BPM.

D. Create an empty task using Case Manager Builder, discover this empty task with Integration Designer and implement the Process Server process, and configure the Case Manager REST API endpoint in IBM BPM.

Correct Answer: A

QUESTION 12

A solution designer is given the following integration requirements for an ICM solution: 1. An external application will create cases using the ICM API 2. The external application will use a REST based API to integrate with ICM 3. The external application only accepts responses formatted as Json Which API should the solution designer recommend?

A. Process Engine REST API (P8BPMREST)

B. IBM Case Manager REST API (CASEREST)

C. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine with REST binding

D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine with SOAP binding

Correct Answer: B

QUESTION 13

Which additional components must be installed to use IBM FileNet Case Monitor with a case management application?

A. Both Microsoft OLAP and FileNet Case Analyzer

B. Both Microsoft OLAP and Cognos Real-time monitoring

C. Both FileNet Process Engine and FileNet Case Analyzer

D. Both FileNet Case Analyzer and Cognos Real-time monitoring

Correct Answer: D

QUESTION 14

What is the function used by a task to exchange data with an external system?

A. The Case REST API.

B. The Content Engine event script.

C. The PE web services integration capabilities.

D. The PE Assign step to lookup data in the external system.

Correct Answer: C

QUESTION 15

There are two recommended methods used to copy a solution : Case Manager Builder and what other tool?

A. IBM Content Engine API

B. IBM FileNet Workplace XT

C. IBM FileNet Enterprise Manager

D. IBM Case Manager Administration Client

Correct Answer: D

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