



QUESTION & ANSWER

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Exam : **C9550-412**

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

Version : DEMO

1.A company that operates in multiple countries plans to build a human resources process that needs to support multiple languages. The BPM Application developer assigned to the project knows that it will be necessary to create a localization resource in the process application that will contain a set of localization keys, the list of languages to support and translations in each language for each key.

In addition to the coach view label, which of the following components of the process application can the BPM application developer configure to support multiple languages?

- A. Team name, process instance name, and coach view hover help.
- B. Team name, task subject, and coach view configuration option label.
- C. Process instance name, task subject, and coach view configuration option label.
- D. Coach view hover help, coach view configuration option group field, and coach view configuration option label.

Answer: D

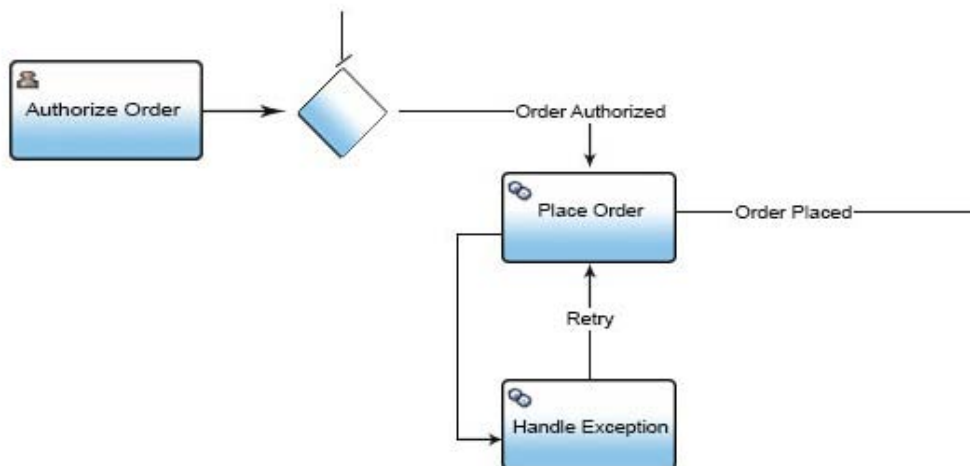
2.A company has implemented a case of managing customer complaints. When the customer calls in to ask about the status of the complaint, the Customer Service Representative (CSR) must be able to search by customer name in the Process Portal to find right case.

How must the BPM application developer provide this feature?

- A. Define a saved search in the process admin console
- B. store the customers name in an exposed process variable
- C. Enable auto-tracking in the Overview tab of the Business Process Definition (BPD)
- D. Select the visible in process portal check box in the business data section in the process designer

Answer: C

3.A BPM application developer is working on the following Business Process Definition (BPD):



Both the BPM administrator and the database administrator have identified performance problems with the current process and they suspect that this is due to the collection of the performance data.

Consequently, the process owner has decided to minimize the amount of performance data to be collected for this BPD.

The BPM application developer must track only the following process data:

- ☞ Order ID and Authorizer ID variables when an order is authorized
 - ☞ Order ID and Order Amount variables when an order is placed
- Given this situation, what must the BPM

application developer do to track only the business data required?

- A. Enable auto-tracking and mark each individual variable as tracked.
- B. Enable auto-tracking and use two intermediate tracking points to specify where the data should be automatically tracked in the BPD.
- C. Create a tracking group for Order ID, Order Amount and Authorizer ID. Use two intermediate tracking points to mark exactly where the data should be tracked during execution. Only the necessary fields should be selected on each tracking point.
- D. Create a tracking group for Order ID, Order Amount and Authorizer ID. Use two intermediate tracking points to mark exactly where the data should be tracked during execution. Only the necessary fields should be selected on each tracking group.

Answer: B,C

4. An existing Case Type implementation is initiated either by adding documents of a specific document type to the BPM document management environment or manually by knowledge workers. Now, the case type needs to be enhanced, to initiate case instances programmatically. How does the BPM application developer provide the capability?

- A. Drag the case type onto a swim lane
- B. Drag the case integration service onto a swim lane
- C. Use a JavaScript API function in a Script
- D. use a REST API for case in a REST call

Answer: A

5. A multinational corporation requires their coaches to be translated into the users' native language. A BPM application developer has not provided translations for all the languages. What must the BPM application developer do to handle situations where a user's selected language is not supported and a default is required?

To designate the default label, the BPM application developer must create:

- A. a coach view configuration for the default label
- B. a localization resource with a default local key, and create a default local value
- C. a key-value pair list local variable and set the label to the default local key in the user's browser
- D. a default label using an environment variable and set it to the default language in the user's active directory profile

Answer: C