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Exam : **ACA100**

Title : Appian Certified Analyst

Version : DEMO

1.The HR management team wants to aggregate data to show the number of employees across regions and to be able to drill down into the data.

Which three user story requirements should be collected to assist the development team?

A. Data source

B. Report type

C. Test script

D. Role-based permissions

E. Estimation of story

Answer: ABD

Explanation:

Data Source (A): The first step in building any report is identifying the source of the data. Understanding where the data comes from is crucial because it affects how the data will be queried, filtered, and displayed. It also impacts performance, security, and accuracy of the data. Appian reports can pull data from various sources such as Appian databases, external databases, or even from integrations with other systems. Documenting this information allows the development team to connect the report to the correct data source, ensuring that the report reflects accurate and up-to-date information.

Reference: Appian Documentation - Data Sources

Report Type (B): It is essential to define the type of report required. In this scenario, the HR management team wants an aggregate view with drill-down capabilities. The report type will determine how the data is visualized, whether it is a pie chart, bar graph, or tabular format. This user story requirement ensures that the developers design a report that meets the HR team's needs and expectations for viewing and interacting with the data.

Reference: Appian Documentation - Creating Reports

Role-Based Permissions (D): Role-based permissions are critical for ensuring that users see only the data they are authorized to access. For instance, while an HR executive might have access to all regions' data, a regional manager might only see data for their specific region. Defining these permissions upfront is vital for security and compliance. The development team will use this information to implement the correct access controls in the report, which is crucial for protecting sensitive employee information.

Reference: Appian Documentation - Managing User Permissions

2.An organization wants to automate identification of its dissatisfied customers based on the ticket description and assign the appropriate team to provide a quick resolution.

What is the best way to auto-classify the dissatisfied customers as part of processing?

A. Using a natural language connected system

B. Using a decision table

C. Using an image analysis connected system

D. Using a SAIL form

Answer: A

Explanation:

The organization aims to automate the identification of dissatisfied customers based on the ticket description. To achieve this, leveraging natural language processing (NLP) capabilities is the most efficient method. Appian provides connected systems that allow integration with external NLP services. These services can analyze text data (such as ticket descriptions) to determine the sentiment or classify

the text into predefined categories (like "dissatisfied customer").

Natural Language Connected System:

Appian can integrate with third-party NLP platforms such as Google Cloud Natural Language, AWS Comprehend, or Azure Text Analytics via connected systems.

These services analyze the text provided in the ticket description to detect sentiment, keywords, or specific categories indicating dissatisfaction.

Based on the analysis, the system can automatically assign the appropriate team to handle the case.

Why Not Other Options?

B. Decision Table: While decision tables are useful for rule-based decisions, they are not suitable for interpreting unstructured text like ticket descriptions.

C. Image Analysis Connected System: This option is irrelevant as the task involves text processing, not image analysis.

D. SAIL Form: SAIL forms are primarily used for user interface creation and are not intended for text analysis or classification.

Implementation in Appian:

Create a connected system to integrate with the chosen NLP service.

Configure the NLP service to analyze the text data and return the sentiment or classification results.

Based on the results, use process models to route the ticket to the appropriate team for resolution.

References:

Appian Documentation on Connected Systems: Appian Connected Systems

Appian Community Success Guide: Appian Delivery Methodology

Third-Party NLP Services Integration: Google Cloud NLP Documentation

3.According to best practices, which two types of tests should be considered during user acceptance testing (UAT)?

A. Load testing

B. Platform security testing

C. Regulation acceptance testing

D. Functional testing

Answer: CD

Explanation:

Regulation Acceptance Testing (C): During User Acceptance Testing (UAT), it is essential to ensure that the application complies with industry regulations and standards. Regulation acceptance testing focuses on verifying that the system adheres to legal and compliance requirements specific to the industry or region where the application will be used. This ensures that the application meets all necessary regulatory guidelines before going live.

Reference: Appian Documentation - Testing and Validation

Functional Testing (D): Functional testing is a critical component of UAT as it verifies that the application's functionality works as expected from the end-user's perspective. This includes validating that all features, workflows, and business processes perform correctly according to the specified requirements. UAT is the final phase where end-users interact with the application to confirm that it meets their needs and performs as intended.

Reference: Appian Documentation - Functional Testing

Note: Load testing (A) and platform security testing (B) are important types of tests but are usually

conducted during performance and security testing phases rather than UAT. UAT focuses more on ensuring the application meets business requirements and end-user expectations.

4.You are designing a user interface that requires a confirmation message when the user attempts to delete a row.
Review the image with the confirmation message:
"Are you sure you want to delete the item?"
According to best practices, which button labels should you choose?
A. Cancel, Delete
B. Back, Next
C. Reject, Approve
D. False, True
Answer: A
Explanation:
According to UI/UX best practices, the button labels in a confirmation dialog should be clear and directly related to the action the user is about to take. "Cancel" allows the user to abort the action, while "Delete" confirms the action to delete the item. This approach ensures that the user understands exactly what will happen when they click either button, reducing the risk of accidental deletion or confusion.

5.You are an Appian Analyst.
According to best practices, which other role should you work with to create process models as a part of requirements gathering?
A. Product Manager
B. Product Owner
C. Architect
D. Scrum Master
Answer: B
Explanation:
As an Appian Analyst, collaborating with a Product Owner during the creation of process models is considered best practice. The Product Owner is responsible for defining the requirements and ensuring that the process models align with the business goals and needs. The Product Owner has a deep understanding of the product vision and user stories, which are crucial during the requirements gathering phase.
Role of Product Owner:
The Product Owner provides detailed requirements and prioritizes them based on business needs.
They ensure that the process models being developed accurately reflect the intended business processes and user stories.
Close collaboration with the Product Owner ensures that the process models are aligned with both the technical and business aspects of the project.
Why Not Other Options?:
A. Product Manager: Typically focuses on the overall product strategy and market alignment rather than detailed process modeling.
C. Architect: While architects provide valuable input on the system's design and architecture, they are not primarily responsible for requirements gathering.

D. Scrum Master: The Scrum Master facilitates the Agile process but does not directly contribute to defining or modeling business processes.

References:

Appian Community Success Guide: The Role of Product Owner in Appian Projects