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IBM Tivoli Process Automation Engine V7.5 Implementation

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QUESTION 1

When the agent saves the service request ticket, the system launches into a Service Request Workflow process and evaluates the data on the record. If the agent has not entered asset, location, or configuration item data, the system displays a dialog box with the following options:

Close ticket - informational call Close ticket - unauthorized caller Close ticket - misdirected call Take no action If an asset, location, or configuration item is specified on the record, the system displays a dialog box with the following options:

Take Ownership of ticket Assign Ownership of ticket Create Work Order Take no action on this ticket.

Which three Nodes are used in this part of the workflow process? (Choose three.)

A. Wait

B. Input

C. Task

D. Condition

E. Interaction

F. Manual Input

Correct Answer: DEF

QUESTION 2

A client has a workflow requirement on new asset records. Part of this requirement is that the

Contracts representatives from the Lease and Warranty groups review and validate contracts the asset may or may not be under. The asset record cannot move to the next part of the workflow process until all assignments are completed. Which data elements and actions can be used to configure this part of the workflow process?

A. Use an Interaction node and assign to the Leasing and Warranty roles. Configure the task to indicate that the Perform Acceptance Action is for when all assignments are accepted.

B. Configure the Negative connection line coming from this Task node to indicate an action that Leasing and Warranty Contracts have been reviewed and this asset is not under a C Use a Task node and assign to the Leasing and Warranty roles. Configure the task to indicate that the Perform Acceptance Action is for when all assignments are accepted.

C. Configure the Positive connection line coming from this Task node to indicate an instruction that indicates that Leasing and Warranty Contracts have been reviewed and this asset is

D. Configure the Negative connection line coming from this Task node to indicate an instruction that Leasing and Warranty Contracts have been reviewed and this

E. Use an Interaction node and assign to the Leasing leand Warranty roles. Configure the task to indicate that the Perform Acceptance Action is for when any assignments are accepted.

F. Configure the Positive connection line coming from this Task node to indicate an instruction that indicates that

Leasing and Warranty Contracts have been reviewed and this asset is

G. Configure the Negative connection line coming from this Task node to indicate an instruction that Leasing and Warranty Contracts have been reviewed and this

H. Use a Task node and assign to the Leasing and Warranty roles. Configure the task to indicate that the Perform Acceptance Action is for when any assignments are accepted.

I. Configure the Positive connection line coming from this Task node to indicate an instruction that indicates that Leasing and Warranty Contracts have been reviewed and this asset is

J. Configure the Negative connection line coming from this Task node to indicate an instruction that Leasing and Warranty Contracts have been reviewed and this

Correct Answer: B

QUESTION 3

The Roles application is accessed through which module?

A. Security

B. Administration

C. Platform Configuration

D. Database Configuration

Correct Answer: C

QUESTION 4

What is a feature of the Integration Framework?

A. It supports bulk importing of XML or flat files.

B. It supports dynamic XML integration file format.

C. It supports sequential and random access files.

D. It supports artificial intelligence language integration such as PROLOG.

Correct Answer: A

QUESTION 5

Which statement is true about appenders?

A. If a logger is created, an appender cannot be created.

B. One or more loggers can be associated with a specific or multiple appenders.

C. One or more loggers cannot be associated with a specific or multiple appenders.

D. Any appender has its own corresponding Tivoli process automation engine application.

Correct Answer: B

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