

# C2070-586<sup>Q&As</sup>

IBM Case Manager V5.1

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## QUESTION 1

A solution designer deploys a solution from the Case Builder in the test environment. When the solution is deployed for the first time, which spaces are created by default?

- A. Only solution space and step pages space
- B. Only solution space and case pages space
- C. Only step pages space and case pages space
- D. Solution space, step pages space, and case pages space

Correct Answer: D

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## QUESTION 2

A solution designer builds a solution and uses the split case functionality. After the solution is deployed, the solution designer is asked to generate a list of all cases that were split along with the cases related to the split case. Which API would be used to generate such a list?

- A. CE\_Operations
- B. Process Engine Java API
- C. IBM Case Manager REST API (CASEREST)
- D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine

Correct Answer: C

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## QUESTION 3

Which service within IBM BPM can ICM utilize within an enterprise solution?

- A. The Process Server's deployment capabilities.
- B. The BPMN and BPEL Language definitions within ICM Tasks.
- C. The WebSphere Application Server Platform that IBM BPM is running on.
- D. The Process Center having the ability to centrally store process definitions.

Correct Answer: D

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## QUESTION 4

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

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## QUESTION 5

A business analyst would like to separate business policies and practices from the process. Which tool is used to extend the IBM Case Manager?

- A. IBM Forms
- B. IBM Cognos RTM
- C. IBM WebSphere ILOG JRules
- D. IBM Master Data Management

Correct Answer: C

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## QUESTION 6

How is integration with ICM accomplished?

- A. Using REST APIs, Java APIs, and Process Engine workflow.
- B. Using REST APIs, Java APIs, ICM Client side integration, and Process Engine workflow.
- C. Using REST APIs, Java APIs, ICM Client side integration, ICC Feeds, and Process Engine workflow.
- D. Using ICM C++ APIs, REST APIs, Java APIs, ICM Client side integration, and Process Engine workflow.

Correct Answer: B

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## QUESTION 7

Why is a content manager userid with administer privileges to IBM Content manager library server required while configuring IBM Case Manager?

- A. To query IBM Content Manager.
- B. To fetch content manager analytics.
- C. To construct a bootstrap URL to connect to ICM.

D. To ensure that documents can be viewed in ICM Runtime client.

Correct Answer: C

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**QUESTION 8**

Which statement is correct about a Reset Test Environment in ICM?

A. It deletes all solutions in the Design Object Store only.

B. It deletes then re-creates target object store and re-initializes the Process Engine region. It does not change the Design Object store.

C. It deletes all solutions in the Design Object Store and deletes then re-creates the Target Object store and re-initializes the Process Engine region.

D. It re-initializes the Target Object Store by removing all case objects. All deployed solutions remain in the Target Object store for continued testing.

Correct Answer: B

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**QUESTION 9**

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

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**QUESTION 10**

IBM Case Manager is best suited for which type of process?

A. An informal process which is modeled and partially tracked by the system.

B. A formal process where each step and business goal is fully controlled by the system.

C. An informal process which is not modeled and cannot be easily tracked by the system.

D. A combination of formal and informal processes where a balance of control and flexibility is achieved.

Correct Answer: D

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**QUESTION 11**

What are two ways P8 eForms can be used to extend Case Manager capabilities? (Choose two.)

- A. To support the use of iLog rules for electronic signatures.
- B. To provide a way to interact with external systems via form fields.
- C. To provide a way to make updates in FileNet Enterprise Manager.
- D. To provide a consistent way for all case workers to access user preferences.
- E. To provide a customized user interface to case properties at a specific step.

Correct Answer: BE

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**QUESTION 12**

A solution designer is given the following reporting requirements for an ICM solution. 1. An external application would like to generate a report of all ICM task objects for cases. 2. The external application would like to use a REST based API to integrate with ICM. Which API should the solution designer recommend?

- A. Process Engine REST API (P8BPMREST)
- B. Process Engine Web Services API (PEWS)
- C. IBM Case Manager REST API (CASEREST)
- D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine

Correct Answer: C

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**QUESTION 13**

A custom widget or Javascript adapter will use the logged in username as a filter value to be applied on the Inbasket in the Work page. To get the current logged in user (username) in the Case Client, which API should be used?

- A. CE\_Operations
- B. Process Engine REST API (P8BPMREST)
- C. IBM Case Manager REST API (CASEREST)
- D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine

Correct Answer: B

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**QUESTION 14**

A solution designer creates a custom Case page in the Case Client. However, when adding this page, the analyst does not duplicate the default Case page in the solution space. The analyst enhances the page by adding the out of the box

Case List widget, a Case Search widget, and a website widget from the catalog. Which action must the analyst perform to make the custom page functional?

- A. Add the Case Information Widget from the catalog.
- B. Add a script adapter widget and wire it to the Case List and Case Search widgets.
- C. Add the Command widget which automatically wires to the Case List and Case Search widgets.
- D. Add the Command widget and manually wire this widget to the Case List and Case Search widgets.

Correct Answer: C

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## QUESTION 15

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

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