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Question 1

Question Type: MultipleChoice

An agile team has a user story at the top of its backlog. It reads:

"As a Hiring Manager, I want to be able to filter all of the candidates who have applied to my department's job posting in the last week so that I can schedule interviews for the qualified candidates."

This story does not meet the team's Definition of Ready (DoR) as filter criteria are being determined.

What is the status for this user story?

Options:

- A- Done
- B- Ready for Development
- C- Pending
- D- Ready for quality assurance (QA)

Answer:

C

Explanation:

The status of the user story is Pending because it does not yet meet the team's Definition of Ready (DoR). The filter criteria, which are critical to the functionality described in the user story, have not been fully determined. Until this information is clarified, the story cannot be considered ready for development or any subsequent phases like QA. Reference: Appian Documentation - User Stories and Definitions of Ready

Note: The user story cannot be marked as Done (A), Ready for Development (B), or Ready for QA (D) because it lacks critical details needed for development to proceed.

Question 2

Question Type: MultipleChoice

You need to draft user stories.

What are the three most important requirements to collect?

Options:

- A- Security
- B- Process Workflow steps
- C- Report Filters
- D- Branding
- E- User Experience

Answer:

A, B, E

Explanation:

When drafting user stories, the most important requirements to collect are those that directly impact the functionality, security, and user experience of the application. These elements ensure that the application not only meets the user's needs but also adheres to best practices in development.

Security (A):

Ensuring that the application is secure is paramount. Security requirements define how user data is protected and how access is controlled within the system.

This includes authentication, authorization, data encryption, and compliance with relevant regulations.

Process Workflow Steps (B):

Understanding the specific steps involved in the process is crucial for accurately capturing how the application should function.

Detailed workflow steps ensure that the application automates and supports the business process as intended.

User Experience (E):

The user experience (UX) defines how users interact with the application, including the interface design, ease of use, and overall satisfaction.

Capturing UX requirements ensures that the application is intuitive and meets the users' needs.

Why Not Other Options?:

C . Report Filters: While important, they are more specific to reporting functionality and not

always a core component of every user story.

D . Branding: Branding requirements are typically considered during the design phase, but they are less critical in the functional drafting of user stories.

References:

[Appian Documentation on Gathering Requirements: Requirements Gathering in Appian](#)

Focusing on security, process workflow, and user experience ensures that the application is robust, effective, and user-friendly.

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Question 3

Question Type: MultipleChoice

Which Appian object's primary purpose is to define the structure of related data for use in a process model?

Options:

- A- Custom Data Type (CDT)
- B- Record
- C- Constant
- D- Expression Rule

Answer:

A



Explanation:

A Custom Data Type (CDT) in Appian is primarily used to define the structure of related data. It represents a structured data type composed of multiple fields, and it is often used in process models to define the shape of data that will be passed between different activities or stored in the database.

Custom Data Type (CDT) Overview:

CDTs allow developers to define a complex data structure that can include various data types, such as text, numbers, dates, and even nested CDTs.

They are essential for passing structured data within a process model and between Appian applications and external systems.

Why Not Other Options?:

B . Record: Used to represent a view of data from an external or internal source, focusing on displaying and interacting with that data rather than defining its structure.

C . Constant: Stores a fixed value that can be used throughout the application, but it does not define complex data structures.

D . Expression Rule: Encapsulates logic and calculations but does not define data structures.

References:

Appian Documentation on Custom Data Types: Custom Data Types (CDT)

Using CDTs ensures that the data used within process models is structured and consistent, enabling robust data handling across the application.

Question 4

Question Type: MultipleChoice

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?

Options:

- 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

Question 5

Question Type: MultipleChoice

A team of employees manages invoice processing and payments for their organization.

Each day, the team receives invoices via email. The team reviews the invoices, sends payments, and logs the payments manually in a shared spreadsheet.

Where is the best opportunity for automation in this manual process?

Options:

- A- Leverage Robotic Process Automation (RPA) to help the employees send thank you messages to the originating organizations as soon as the invoices are received
- B- Create a process that sends the team a task to input the information upon receipt of the initial invoice
- C- Create a macro that reduces the number of clicks required to enter payment information, and embed the macro into the shared spreadsheet
- D- Leverage Optical Character Recognition and workflow tools to intake and review the invoices for accuracy upon receipt, then process payments or prompt employees to research

Answer:

D

Explanation:

The best opportunity for automation in the manual process described is to leverage Optical Character Recognition (OCR) and workflow tools. OCR can automatically extract data from the invoices received via email, and the workflow tools can automate the review process, checking the data for accuracy, processing payments, and prompting employees only when exceptions are found.

OCR and Workflow Tools Overview:

OCR technology converts the text in scanned documents or images into machine-readable data, which can be automatically processed.

Workflow tools in Appian can then route the extracted data through a series of steps, automating tasks like data entry, validation, and payment processing.

Automating these steps reduces manual effort, minimizes errors, and ensures that invoices are processed more efficiently.

Why Not Other Options?:

A . Robotic Process Automation (RPA) for thank you messages: This is a less critical part of the process and does not significantly reduce manual work.

B . Creating a task for manual input: This still involves manual data entry, which does not fully utilize automation potential.

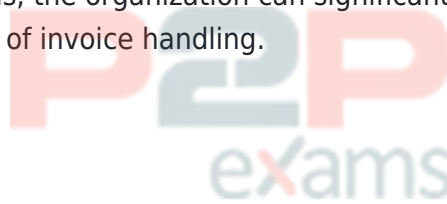
C . Macro in the shared spreadsheet: This provides minimal automation and doesn't address the root of the problem, which is manual data entry.

References:

Appian Documentation on OCR Integration: OCR in Appian

Appian Workflow Automation Guide: Automating Processes in Appian

By using OCR and workflow tools, the organization can significantly reduce manual processing time and increase the accuracy of invoice handling.



Question 6

Question Type: MultipleChoice

You are trying to decide between using a side-by-side layout or a column layout.

Which resource should be referred to in order to make sure that best practices are followed?

Options:

A- Appian UX Design Guide

B- Appian Tutorials

C- Appian Discussion Board

D- Appian SAIL Recipes



Answer:

A

Explanation:

The Appian UX Design Guide is the appropriate resource to consult when making decisions about layout choices like side-by-side versus column layouts. This guide provides best practices for designing user interfaces in Appian applications, ensuring that the UI is intuitive, responsive, and consistent with Appian's design principles. Referring to the UX Design Guide helps in making informed design decisions that enhance user experience. Reference: Appian UX Design Guide

Note: While other resources like Appian Tutorials, Discussion Boards, and SAIL Recipes are useful

for specific cases, the UX Design Guide is the primary reference for best practices in UI design.



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