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**Exam** : **C9550-412**

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

**Vendor** : IBM

**Version** : DEMO

NO.1 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**

NO.2 A BPM application developer needs to create a custom report for a set of job applications to support the hiring request process. The process owner is the hiring manager The custom report must show up as a tab at the top of the process portal, and it can only be accessed by the human resources managers team.



How must the BPM application developer configure the coach to satisfy this requirement?

- A. Set the "Expose As" field to URL.
- B. Set the "Expose As" field to Dashboard.
- C. Set the "Expose As" field to Startable Service
- D. Set the "Expose As" field as Custom Report.

**Answer: C**

NO.3 A BPM Application developer is developing a new process application in IBM Business Process Manager V8.5.5. which condition must a BPM application developer choose to use a heritage human service over a client side human service?

- A. The web editor is preferred.
- B. The process application requires runtime collaboration support.
- C. The process application requires runtime case management support.

D. The human service needs to minimize server-side calls in user interfaces.

**Answer: A**

NO.4 A BPM application developer is reviewing a business process built by a colleague. The process is an application that uses business objects based on an industry standard data model and uses several integrations to back end systems that also use that data model.

The process has been through a pre-production test cycle and is not performing well. The main area of concern is with the BPM client side Human Service where the coaches take too long to appear in the browser when the task is claimed.

Which of the following BPM factors should the BPM application developer include in their review of the badly performing Client Side Human Services? (choose 2)

- A. Execution of complex validation services
- B. Boundary events associated with services
- C. Size of business objects bound to Coach Views
- D. Size and number of complex variables passed to each client side human service
- E. The number of intermediate events associated with each client side human service

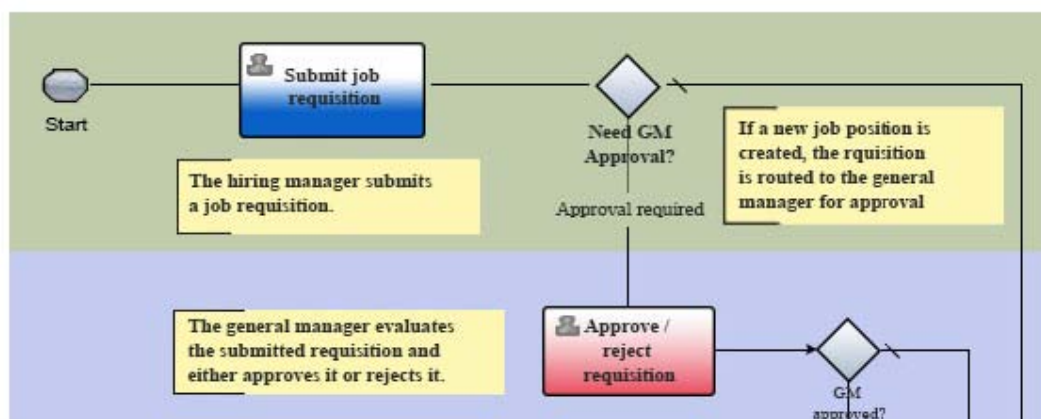
**Answer: C,E**

NO.5 Which role can the BPM application developer expect to know the process from end to end at a high level can identify the subject matter experts?

- A. BPM developer
- B. BPM process owner
- C. BPM process sponsor
- D. BPM program manager

**Answer: B**

NO.6 A new business process application is being created with several business process definitions (BPD). One of them is shown in the exhibit:



The following requirement should be met:

- The first user task should be assigned automatically to the user who starts this top level BPD.
- A BPM application developer is creating a new business process application that is required to have no deprecated features.

How should the BPM application developer configure the assignment for this user task?

- A. SelectLast User intheUser Distributionfield
- B. SelectLast User in Lanein theAssign tofield
- C. SelectLast User intheUser Distributionfield andLast User in Lanein theAssign to
- D. SelectCustomin theAssign tofield and writetw.system.step.userinto theExpression field

**Answer:** D