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Question: 1

The product manager for a water company's customer portal believes that a home water-usage dashboard would reduce the number of customers who call to query unexpectedly high bills. The idea has support from the customer service director, and the design team is keen to start work. What should the product manager do FIRST?

A. Secure budget for the full dashboard now, as interest in usage data is well established in the sector
B. State the belief as a hypothesis with a measurable result, such as a fall in bill-query calls
C. Record the customer service director's support in the business case and begin design work
D. Write a detailed requirements specification so that the dashboard build can be estimated accurately

Answer: B

Question: 2

A city council's online payments service for parking permits has an SLO of 99.5% successful payments over a 30-day window. The on-call engineer is paged for every failed payment, which means several pages most nights for isolated card declines and time-outs that residents retry successfully. The engineers propose paging instead when the day's failed payments pass a fixed total. Which paging rule is BEST?

A. Keep a page for every failed payment but route the pages to a second on-call engineer
B. Page once the day's failed payments pass a fixed total set from last year's average
C. Stop paging on payment failures and report the monthly SLO result at the review
D. Page when failures are using up the error budget fast

Answer: D

Question: 3

A travel booking platform has received requests from sales and partner hotels for fourteen extra search filters. Recent usability sessions show that users already struggle to find the date and price filters, and the share of searches that end in a booking fell after the last set of filters was added. How should the product owner BEST respond to the requests?

A. Keep the core filters prominent and add a requested filter only where user evidence shows a need
B. Add all fourteen filters inside an advanced-settings panel that stays collapsed unless a user opens it
C. Add the requested filters and provide a short tutorial that shows users how to use them

D. Prioritize the filters requested by the partner hotels that generate the most commission

Answer: A

Question: 4

A city council's digital team added contractors to its development team, and the number of changes completed by developers doubled. Testing capacity was unchanged. Three months on, releases still go out monthly with about the same content, and a queue of untested changes has grown from 15 to 60. What should the delivery manager do FIRST?

A. Add further developers so that more changes are ready when testing capacity is eventually increased
B. Measure each developer's individual throughput so that the contractors' productivity can be compared
C. Focus improvement on the testing step, where work now queues, before adding any more development capacity
D. Set the testing team a target to match the new development throughput, keeping its current budget and headcount

Answer: C

Question: 5

The product team for a government tax agency's online filing service can build and test a change in two days. Every change then waits for a fortnightly compliance meeting, where reviewers check the same items each time: encryption settings, use of approved libraries and access configuration. Changes now wait longer for the meeting than they take to build, and the reviewers rarely reject anything. Which change to the approach would BEST keep control while improving flow?

A. Hold the compliance meeting weekly instead of fortnightly so that changes wait less time for approval
B. Turn the recurring checks into automated policy checks in the pipeline and send only exceptions to reviewers
C. Remove the compliance meeting and let engineers self-certify each change against the policy
D. Ask each product team to submit a completed compliance checklist with every change ahead of the fortnightly meeting

Answer: B

Question: 6

A broadband provider's service desk receives about 4,000 tickets a week, most of them password resets and billing queries. Agents spend much of each morning reading and routing tickets by hand, and

customers wait several hours for a first response. The product owner wants to use an AI classifier to reduce that delay. How should the classifier be used BEST?

A. Route every ticket automatically by the classifier's top prediction, and let agents re-route any that are wrong
B. Have the AI route each ticket, with an agent re-checking its decision before the ticket moves on
C. Route tickets the AI classifies with high confidence, and pass the uncertain ones to agents
D. Use the AI only to report weekly ticket trends while routing stays manual

Answer: C

Question: 7

An online grocery company has listed three value streams: customers ordering and receiving groceries; onboarding new delivery-van suppliers; and provisioning laptops for new warehouse staff. The operations director owns all three, and all three run on the company's main ERP platform. Which classification of these value streams is BEST?

A. Ordering and receiving groceries is core because it delivers value to external consumers; the other two are enabling streams
B. All three are core, because the operations director owns them and they run on the main ERP platform
C. Supplier onboarding is core because suppliers are external, while the other two are enabling streams
D. Laptop provisioning is core because staff cannot work without it, while the other two are enabling streams

Answer: A

Question: 8

Travel managers at several corporate clients of a car-rental company have asked for a button that exports every employee's rental agreements to a single PDF each month. The request is simple to describe, and one large client says it is urgent. The product manager is deciding how to respond. What should the product manager do FIRST?

A. Add the request to the backlog, estimate it, check its urgency and order it against other work
B. Hold an ideation session to generate as many export formats as possible, then pick the most popular
C. Build the monthly PDF export as requested, as the travel managers know what their organizations need
D. Explore with the travel managers what they are trying to achieve with the export, and define that problem before choosing a solution

Answer: D

Question: 9

A charity runs a helpline staffed by trained volunteer advisers who record each call in an internal case tool. Callers increasingly complain about long calls. Advisers say they switch between four screens and re-type caller details during every call. The digital roadmap ranks work on the case tool below new features for the public donation website. Which action BEST addresses the complaints?

A. Leave the case tool as it is and improve the public website so callers find answers before phoning
B. Study how advisers use the case tool during calls and redesign it around the tasks they perform
C. Give advisers more training on the case tool so that they move between the screens faster
D. Set a target maximum call length for advisers and review each adviser's figures every week

Answer: B

Question: 10

A payroll provider's product team reviews its automated test suite:
- End-to-end user-interface tests: 240, taking about three hours
- Integration tests: 15
- Unit tests: 60

Engineers wait hours for feedback, and the user-interface tests often fail when screen layouts change even though the calculations are unaffected. Which change to the test portfolio is MOST appropriate?

A. Move most checks to fast unit tests, backed by some integration tests and a few end-to-end journeys
B. Add more end-to-end user-interface tests so that every payroll calculation is also checked through the screens
C. Run the interface tests overnight, keep unit tests on each change and drop the integration tests
D. Replace the interface tests with manual exploratory testing before each monthly payroll run

Answer: A

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