# Final Exam

◯ 1:59:50 remaining    ✕

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|---|---|---|
| -- | -- | -- |
| 37 -- | 38 -- | 39 -- |
| 40 -- | 41 -- | 42 -- |
| 43 -- | 44 -- | 45 -- |
| 46 -- | 47 -- | 48 -- |
| 49 -- | 50 -- | 51 -- |
| 52 -- | 53 -- | 54 -- |
| 55 -- | 56 -- | 57 -- |
| 58 -- | 59 -- | 60 -- |

Quiz Information

**Question 1** (1 point)

🔊 Listen    ▶

**The normal and expected sequence flow in a business process model:**

**(one correct answer)**

◯ A)  **Is referred to as the "Happy Path".**

◯ B)  **Is referred to as the "Value Path".**

◯ C)  **Includes exception flow and compensation flow.**

◯ D)  **Is the correct path that should be taken through a process.**

**Question 2** (1.6 points)

🔊 Listen    ▶

**What is NOT TRUE about Customer Value Metrics (CVMs)?**

◯ A)  Most CVM's rely on a few units of measure — time, likelihood, number, amount, and frequency.

◯ B)  CVMs provide highly effective targets for improving and extending existing offerings.