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Exam : CCAO-F

**Title : Claude Certified Associate -
Foundations**

Version : DEMO

1. An support representative is configuring a Project for drafting customer-facing apology emails after service outages. The current custom instructions tell Claude to "be empathetic and casual, keep it short, and offer a goodwill credit." The customer-service team has flagged that recent drafts have been too brief, have offered goodwill credits in cases where policy does not allow them, and have used contractions that the brand voice guide prohibits.

Which adjustment best aligns the configuration to the use case?

- A. Replace "be empathetic and casual" with "match the brand voice guide," remove the instruction to offer goodwill credits, and let each draft determine its own length based on the incident.
- B. Move the brand voice guide and the goodwill-credit policy into the Project knowledge base and rely on the documents alone to govern tone, length, and credit decisions, without changing the custom instructions.
- C. Specify the brand voice attributes (empathetic, formal, no contractions), set a minimum length, and instruct Claude to recommend a goodwill credit only when the attached eligibility policy permits one.
- D. Keep the existing instructions and add a sentence telling Claude to consult the brand voice guide and the goodwill-credit policy that are attached to the Project knowledge base.

Answer: C

Explanation:

Under the Claude objective Configure Claude Projects with instructions and knowledge sources, effective project configuration requires replacing vague, conflicting directives with explicit operational boundaries and grounded criteria. In this scenario, the root causes of underperformance are conflicting requirements: the prompt requests a "casual" tone while brand guidelines prohibit contractions, asks Claude to "keep it short" leading to overly brief outputs, and unconditionally directs it to "offer a goodwill credit" without verifying eligibility criteria.

Option C properly resolves all three deficiencies directly within the project instructions. First, it explicitly operationalizes the tone attributes (empathetic, formal, avoiding contractions) rather than relying on ambiguous descriptors. Second, establishing concrete length constraints (such as minimum paragraph or sentence counts) prevents the model from generating under-scoped drafts. Third, it conditions the business logic—instructing Claude to evaluate goodwill credit awards against the attached policy document in the Project knowledge base. In contrast, relying solely on uploaded knowledge files without aligning custom instructions (Options B and D) leads to prompt collisions, while Option A removes necessary policy guidance altogether.

2. You are a project manager working through a long planning conversation with Claude and must keep the conversation productive as it grows.

Which two practices keep a long planning conversation productive? (Select two.)

Each correct answer presents a complete solution.

- A. Open a new thread for every minor follow-up question to keep threads short.
- B. Restate constraints and goals when the focus shifts to a new subtopic.
- C. Periodically summarize decisions made so far to compress the working state.
- D. Switch context aggressively between unrelated planning topics within one thread.
- E. Avoid summarizing so the model retains every original word it has produced.

Answer: B, C

Explanation:

Under the objective Understand, manage context limitations and memory considerations and when to

restart, summarize, or persist, managing conversational state across long planning sessions is essential for maintaining output quality and coherence. Large Language Models operate within finite context windows where attention can degrade as extraneous tokens accumulate.

Option B is a best practice because shifting subtopics often dilutes earlier instructions; explicitly restating key constraints and strategic goals ensures the model anchors its attention on active parameters without being distracted by obsolete conversational turns.

Option C represents context compression—a core technique where key milestones, agreed parameters, and decisions are consolidated into a dense summary. This reduces token overhead, frees up working memory, and prevents hallucination or drift. Conversely, opening a new thread for every minor question (Option A) fractures contextual continuity, switching topics arbitrarily (Option D) pollutes attention heads, and avoiding summarization (Option E) accelerates context bloat and degrades performance.

3. You are a project manager weighing workflow steps by how much leverage Claude integration provides.

Which workflow step typically offers the greatest Claude leverage in a knowledge-work team?

- A. approving final deliverables for external publication without further review
- B. negotiating contractual terms with external parties on behalf of the company
- C. drafting and synthesizing across many sources for a downstream reviewer
- D. making final personnel decisions about hiring, promotion, or termination

Answer: C

Explanation:

Under the objective Integrate Claude into existing workflows to augment or redesign workflows, AI integration delivers the highest return on investment when deployed for high-volume synthesis and initial artifact creation paired with human oversight ("human-in-the-loop").

Drafting and synthesizing information across disparate documents (Option C) leverages Claude's core strengths: large context window comprehension, fast text processing, structured summarization, and tone adaptation. A knowledge worker acting as a downstream reviewer can quickly audit, refine, and approve the generated draft, drastically reducing cycle time. In contrast, options involving autonomous high-stakes determinations—such as unreviewed external publications (Option A), binding contractual negotiations (Option B), or final personnel and employment actions (Option D)—violate responsible AI governance principles and represent inappropriate delegation risks where human accountability, legal authority, and contextual judgment cannot be automated.

4. You are a knowledge manager structuring source material in the context window for a long Claude evaluation task.

Which two practices produce a more effective use of the context window? Each correct answer presents a complete solution. (Select two.)

- A. Paste every available document into context regardless of relevance to the task.
- B. Mark each source clearly with delimiters so the model can attribute claims correctly.
- C. Repeat the same instruction at the start, middle, and end to reinforce it.
- D. Mix sources together in a single block so the model can synthesize them freely.
- E. Place the most reference-critical material near the beginning or end of context.

Answer: B, E

Explanation:

Under the objective Organize and curate information for optimal outputs and select appropriate output formats, structuring reference documents effectively within the context window ensures high-fidelity retrieval and accurate source attribution.

Option B highlights the standard prompt engineering practice of using distinct structural delimiters (such as XML tags like <doc_1>, <policy>, or Markdown code fences). Delimiters allow Claude to distinguish cleanly between different source boundaries, instructions, and inputs, minimizing attribution errors.

Option E leverages positional attention dynamics (addressing the "lost in the middle" phenomenon), where LLMs tend to recall and attend most accurately to information positioned at the very beginning (primacy effect) or at the end (recency effect) of the context window. Conversely, dumping uncurated text (Option A) adds noise and consumes quota, repeating instructions excessively (Option C) wastes tokens without improving adherence, and blending documents into an unstructured blob (Option D) obscures citation provenance.

5. An HR business partner is configuring a new Project for recurring policy questions from managers. The Project will be used across many chats by several HR team members.

Which content belongs in the Project knowledge base?

- A. the current employee handbook plus prior versions of the handbook going back five years, so Claude can answer questions about how policies have changed
- B. the current employee handbook, the leveling guide, the policies-FAQ, and every email the HR team has sent about policy in the past year, for additional context
- C. the current employee handbook only, with the leveling guide and the policies-FAQ attached at the start of each chat as needed for that chat's topic
- D. the current employee handbook, the leveling guide, and the policies-FAQ document referenced across the Project's chats

Answer: D

Explanation:

Under the objective Configure Claude Projects with instructions and knowledge sources, the project knowledge base is designed to store authoritative, canonical, and frequently accessed reference material that remains stable across multiple chat sessions.

Option D accurately selects the core, evergreen operational documents required for recurring HR inquiries—the current active handbook, leveling framework, and standardized FAQ. Including outdated handbooks (Option A) risks hallucination and policy contradictions because Claude might cite obsolete rules. Uploading raw email trails (Option B) injects uncurated conversational noise, conflicting statements, and potential privacy leaks into the persistent context. Relegating essential, standard documents to manual per-chat uploads (Option C) undermines the primary efficiency benefit of Claude Projects, which is to eliminate repetitive context uploading across team workflows.