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Anthropic

CCAO-F

Claude Certified Associate – Foundations

QUESTION: 1
You are designing a system to help a financial services company analyze customer account inquiries and route them to the appropriate department. The company requires that all outputs include explicit reasoning before Claude reaches a conclusion. Currently, your initial tests show Claude sometimes routes inquiries to the wrong department without sufficient justification.
Which prompting technique would most directly address this issue?

A. Implement chain-of-thought prompting that requires Claude to enumerate key details from the inquiry before making a routing decision
B. Switch to a smaller Claude model variant to reduce latency in the routing system
C. Increase the temperature parameter to encourage more diverse routing suggestions
D. Remove the system prompt entirely and rely only on the user message for context

Answer(s): A

Explanation:
The correct answer is the first option. Chain-of-thought prompting is a well-established technique that improves reasoning by asking the model to work through intermediate steps before reaching a conclusion. By instructing Claude to first identify key details in the inquiry (account type, issue category, customer segment) before selecting a department, you increase transparency and reduce routing errors caused by incomplete reasoning.
The second option is incorrect because model size doesn't directly address reasoning quality or justification—in fact, smaller models typically produce less reliable reasoning. The third option is wrong because increasing temperature increases randomness rather than improving systematic analysis. The fourth option is incorrect because the system prompt is crucial for setting the role, constraints, and output format expectations for this task.

QUESTION: 2
A content moderation team is deploying Claude to flag potentially harmful user-generated content across multiple product categories. Before going live, the team validates Claude's output against a test dataset of 500 previously moderated items. They notice that Claude correctly identifies 92% of harmful content but also incorrectly flags 8% of benign content as harmful.
Beyond the raw accuracy metrics, what critical issue should the team assess before deployment?

A. The false positive rate (incorrectly flagged benign content) may harm user experience and requires threshold tuning or human review workflows
B. The 92% detection rate proves the system is ready for production without further testing
C. Claude's responses are too fast and need to be slowed down for accuracy
D. The validation dataset is too small and must be expanded to at least 5,000 items before any assessment is possible

Answer(s): A

Explanation:
The correct answer is the first option. Output evaluation and validation requires considering not just accuracy but also the business impact of different error types. A false positive rate of 8% means legitimate content is being flagged as harmful, which can frustrate users and damage trust. The team must evaluate whether this rate is acceptable for their use case and implement mitigation strategies such as confidence scoring thresholds, human-in-the-loop review, or domain-specific tuning.
The second option is incorrect because no single metric guarantees readiness—false positives have real consequences. The third option conflates speed with accuracy and is not a valid concern here. The fourth option is dogmatic; while larger datasets are beneficial, a 500-item test set can provide meaningful validation if carefully selected and representative of actual usage patterns.

QUESTION: 3
Your organization is evaluating Claude for a customer service chatbot that handles sensitive personal information (account details, transaction history). Your compliance team requires that no sensitive data should remain in conversation history after 90 days, and you need audit trails for all data access.
Which combination of configuration and governance measures best addresses these requirements?

A. Configure Claude with system-level instructions to not retain data, then implement a separate data retention policy and audit logging system in your application layer
B. Trust Claude's built-in automatic deletion to handle all compliance requirements without additional system configuration
C. Remove all sensitive data from prompts and rely only on Claude's training data for responses
D. Store all conversation history indefinitely in a database and let Claude handle compliance through API calls

Answer(s): A

Explanation:
The correct answer is the first option. Governance and responsible use require a layered approach.
While you can instruct Claude not to store or repeat sensitive data via system prompts, data retention and audit logging are fundamentally infrastructure-level concerns that must be implemented in your own application systems. Claude's API has data deletion policies, but compliance responsibility ultimately lies with the deploying organization. You must implement explicit policies (90-day retention windows) and audit logging to meet regulatory requirements and provide the compliance team with verifiable evidence of data handling practices.
The second option incorrectly assumes Claude manages compliance automatically—compliance is the responsibility of the deploying organization. The third option is impractical because legitimate customer service often requires working with sensitive data; the answer is