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## NEW QUESTION: 1

Which two metrics are commonly tracked using Agile Workbench? (Choose Two)

- A. Bug resolution rate
- B. User story completion status
- C. SLA violations
- D. Work queue efficiency

**Answer: (SHOW ANSWER)**

Bug resolution rate measures how quickly issues are fixed, while user story completion status tracks development progress. These ensure that Agile projects stay on schedule. SLA violations and work queue efficiency are not tracked in Agile Workbench.

## NEW QUESTION: 2

Which two testing strategies help improve unit test coverage? (Choose Two)

- A. Testing both positive and negative scenarios
- B. Automating frequently executed test cases
- C. Assigning work queues to test cases
- D. Configuring SLA deadlines for test cases

**Answer: A,B (LEAVE A REPLY)**

Testing both positive and negative scenarios ensures that all possible inputs and edge cases are covered. Automating frequently executed test cases saves time and ensures repeatability. Work queues and SLAs are not relevant for unit test execution. Proper test coverage improves application stability and reliability.

## NEW QUESTION: 3

Which configuration allows a case to follow different process paths based on conditions?

- A. Fork Shape
- B. Decision Table

- C. Case Type Rule
- D. SLA Configuration

**Answer: A (LEAVE A REPLY)**

A Fork Shape allows a case to take multiple process paths based on predefined conditions. It is useful when different branches of execution are needed within a case. This improves flexibility in complex workflows by dynamically adjusting case flow. Fork shapes help manage parallel processing efficiently.

#### **NEW QUESTION: 4**

Which feature allows sequential condition-based decision-making in workflows?

- A. Decision Tree
- B. SLA Rule
- C. Wait Step
- D. Case Lock

**Answer: A (LEAVE A REPLY)**

A Decision Tree allows sequential if-else condition evaluation to determine case outcomes. It is useful for workflows requiring multi-step logic evaluations. It is widely used in credit scoring, risk assessments, and insurance claim processing. Decision Trees automate structured decision-making efficiently.

#### **NEW QUESTION: 5**

Which mechanism ensures that duplicate cases are flagged before processing continues?

- A. Case Match Rule
- B. SLA Escalation
- C. Work Queue Routing
- D. Notification Trigger

**Answer: (SHOW ANSWER)**

A Case Match Rule compares case properties to detect duplicates before they are processed further. It prevents redundant case creation and helps maintain data integrity. This rule can be customized with exact or weighted match conditions. It improves efficiency by reducing duplicate work and errors.

#### **NEW QUESTION: 6**

Which UI best practice helps ensure that text content is readable for all users?

- A. Using a high-contrast color scheme
- B. Assigning work queues based on text size
- C. Increasing SLA goal timers
- D. Restricting case access by font type

**Answer: (SHOW ANSWER)**

A high-contrast color scheme improves text visibility, making it easier to read for users with low vision or color blindness. This is an essential practice for web accessibility compliance. Work queues, SLAs, and case access settings do not impact text readability.

**NEW QUESTION: 7**

Which validation method ensures that a numeric input falls within an allowed range?

- A. Validate Rule
- B. When Rule
- C. Data Page
- D. Case Dependency

**Answer: (SHOW ANSWER)**

A Validate Rule checks whether a numeric input falls within a specified range before allowing data submission. This is useful in enforcing business rules, such as age restrictions, pricing limits, or discount thresholds. It prevents invalid values from being saved. This ensures compliance with organizational policies.

**NEW QUESTION: 8**

Which feature allows Pega to store case-related data while minimizing database queries?

- A. Clipboard
- B. Case Dependency
- C. SLA Timer
- D. Work Queue

**Answer: A (LEAVE A REPLY)**

The Clipboard is an in-memory storage mechanism that holds case data and Data Pages for quick access. It reduces unnecessary database queries, improving performance. Data remains available during a session, ensuring faster interactions. The Clipboard supports both transient and persistent data storage.

**NEW QUESTION: 9**

Which two factors influence workflow automation decisions in Pega? (Choose Two)

- A. Case data values
- B. User role hierarchy
- C. External email notifications
- D. SLA escalation thresholds

**Answer: (SHOW ANSWER)**

Case data values determine which rules and processes are executed based on business logic. SLA escalation thresholds influence urgency levels, triggering automated reassignment or notifications. These factors help optimize workflow automation. User hierarchy and email notifications are not direct automation triggers.

**NEW QUESTION: 10**

Which accessibility feature provides text alternatives for images?

- A. Alt Text
- B. SLA Goal Timer
- C. Work Queue Processor
- D. Case Auto-Assignment

**Answer: A (LEAVE A REPLY)**

Alt Text provides descriptions for images, ensuring that users with visual impairments can understand content through screen readers. This improves application compliance with accessibility standards. SLA goal timers and work queues do not handle image descriptions.

#### **NEW QUESTION: 11**

Which setting allows skipping a stage if specific business conditions are met?

- A. Skip Stage Configuration
- B. SLA Goal Override
- C. Urgency Threshold
- D. Manual Case Resolution

**Answer: A (LEAVE A REPLY)**

Skip Stage Configuration enables conditional skipping of a stage based on predefined rules. It is commonly used in workflows where some steps are unnecessary for specific cases. This improves efficiency by ensuring cases follow the most optimized path. It helps reduce processing time in loan approvals, medical claims, and service requests.

#### **NEW QUESTION: 12**

Which Pega feature allows retrieving real-time data from an API when a user interacts with a UI control?

- A. Data Page with Refresh Strategy
- B. Work Queue Processing
- C. Case Dependency
- D. SLA Escalation

**Answer: (SHOW ANSWER)**

A Data Page with a Refresh Strategy ensures that UI elements fetch real-time data from an external API.

This is used in dropdown lists, live search, and auto-suggest fields to provide updated selections. It prevents users from selecting outdated or incorrect data. Proper refresh logic ensures accuracy and better user experience.

#### **NEW QUESTION: 13**

Which accessibility feature ensures that users can interact with form elements using voice commands?

- A. Speech-to-Text Support

- B. SLA Processing Rules
- C. Work Queue Rebalancing
- D. Case Lifecycle Automation

**Answer: A (LEAVE A REPLY)**

Speech-to-Text Support allows users to fill out forms and interact with applications using voice commands, improving usability for users with mobility impairments. SLA processing and work queue settings do not impact voice accessibility.

#### **NEW QUESTION: 14**

Which two security policies help prevent unauthorized access in Pega? (Choose Two)

- A. Password Policies
- B. Timeout Policies
- C. SLA Adjustments
- D. Work Queue Assignments

**Answer: (SHOW ANSWER)**

Password Policies enforce strong authentication, such as password length, complexity, and expiration rules. Timeout Policies log out inactive users to prevent unauthorized access to open sessions. These policies strengthen system security. Proper configuration helps mitigate security risks and data breaches.

#### **NEW QUESTION: 15**

Which two factors influence work queue prioritization? (Choose Two)

- A. Case Urgency
- B. User Availability
- C. Email Notifications
- D. SLA Expiration

**Answer: (SHOW ANSWER)**

Case Urgency determines how quickly a task should be completed, influencing work queue prioritization.

SLA Expiration triggers escalations to prevent delays in case resolution. These factors help prioritize critical cases effectively. User availability and email notifications do not directly impact prioritization logic.

#### **NEW QUESTION: 16**

Which setting ensures that a case action is available only to specific users or roles?

- A. Privilege
- B. SLA Deadline
- C. Work Queue Routing
- D. Case Escalation

**Answer: A (LEAVE A REPLY)**

A Privilege grants fine-grained access control over specific case actions, such as approvals or confidential tasks. It ensures that only users with appropriate permissions can perform sensitive actions.

This improves security and data integrity. Privileges help prevent unauthorized case modifications.

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#### **NEW QUESTION: 17**

Which layout type is best for stacking form fields vertically?

- A. Column Layout
- B. Grid Layout
- C. SLA Processing Panel
- D. Work Queue Table

**Answer: (SHOW ANSWER)**

A Column Layout stacks form fields vertically, ensuring a clear and organized input structure. This improves user experience in long forms. Grid layouts, SLA panels, and work queues are not meant for stacking form fields.

#### **NEW QUESTION: 18**

Which two approval mechanisms can be used for hierarchical approvals? (Choose Two)

- A. Cascading Approvals
- B. Authority Matrix
- C. SLA Timeouts
- D. Round-Robin Distribution

**Answer: A,B (LEAVE A REPLY)**

Cascading Approvals allow sequential approvals based on hierarchy, while Authority Matrix assigns tasks based on defined permissions. These methods ensure structured decision-making in corporate governance. SLA timeouts and round-robin do not manage approval hierarchy. Both methods prevent unauthorized approvals.

#### **NEW QUESTION: 19**

Which two types of Data Pages can be used in Pega? (Choose Two)

- A. Editable Data Page
- B. Read-Only Data Page
- C. SLA-Based Data Page
- D. Decision-Based Data Page

**Answer: A,B (LEAVE A REPLY)**

A Read-Only Data Page fetches and caches external or internal data but does not allow modifications.

An Editable Data Page enables updates to sourced data, which can later be saved back to a system of record. These Data Pages optimize performance and data retrieval. SLA-based and decision-based pages do not exist in Pega.

#### **NEW QUESTION: 20**

What is the purpose of GetNextWork in Pega?

- A. To automate the routing of the next assignment to users
- B. To create new case types dynamically
- C. To assign urgent tasks based on SLA conditions
- D. To trigger background automation processes

**Answer: (SHOW ANSWER)**

GetNextWork ensures that users receive the highest-priority pending assignment automatically. It optimizes task allocation by minimizing idle time and manual selection. This is commonly used in customer service and case management workflows. The feature helps organizations maintain efficiency and SLA compliance.

#### **NEW QUESTION: 21**

Which tool provides effort estimates for case types and integrations in a Pega project?

- A. Estimator Tool
- B. Work Queue Analyzer
- C. SLA Deadline Calculator
- D. Case Lifecycle Mapper

**Answer: A (LEAVE A REPLY)**

The Estimator Tool helps determine project effort and resource needs by evaluating case types and integrations. This ensures accurate project planning. Work queues, SLAs, and case mapping do not provide effort estimation.

#### **NEW QUESTION: 22**

Which rule type can be tested using a PegaUnit test case?

- A. Decision Table
- B. Case Type
- C. Work Queue
- D. SLA Escalation

**Answer: (SHOW ANSWER)**

A Decision Table can be tested using PegaUnit to verify whether business rules return expected results.

It allows automated validation of rule logic for multiple scenarios. This ensures that decisions are consistent, accurate, and free from errors. Decision Table tests improve business rule reliability.

### **NEW QUESTION: 23**

Which two configurations can be applied in a Data Transform? (Choose Two)

- A. Set a default value
- B. Apply a Decision Table
- C. Execute a Validate Rule
- D. Manipulate properties dynamically

**Answer: A,D (LEAVE A REPLY)**

A Data Transform can set default values when a case is initialized and dynamically manipulate properties based on logic. This helps ensure proper data formatting, initialization, and mapping. It is commonly used in copying data, calculating totals, or transforming user inputs. These actions improve workflow automation.

### **NEW QUESTION: 24**

Which method ensures that work items are assigned to users dynamically based on workload?

- A. Workload-Based Routing
- B. Round-Robin Assignment
- C. Decision Table Routing
- D. Case Escalation

**Answer: A (LEAVE A REPLY)**

Workload-Based Routing dynamically assigns tasks to users based on their current workload and availability. This ensures even task distribution, preventing bottlenecks in workflow processing. It is commonly used in customer support, IT helpdesks, and sales case management. This method optimizes team efficiency and resource utilization.

### **NEW QUESTION: 25**

In Pega, when should you add an instruction to a task?

- A. To guide users on what needs to be done at a step
- B. To enforce business rules automatically
- C. To override default SLA urgency values
- D. To control routing logic for work assignments

**Answer: A (LEAVE A REPLY)**

Instructions in tasks provide guidance to users on what actions need to be taken. They help ensure consistency in case processing by giving clear directions without affecting workflow automation or decision logic.

**NEW QUESTION: 26**

Which element defines major phases in a case lifecycle?

- A. Processes
- B. Steps
- C. Stages
- D. Assignments

**Answer: (SHOW ANSWER)**

Stages define the major phases of a case, providing a structured way to organize work. Each stage groups related processes and steps together to enhance case visibility. They help ensure clarity in case flow by distinguishing different sections of the lifecycle. Stages also support conditional or automatic transitions.

**NEW QUESTION: 27**

Which Pega component stores and organizes rules within an application?

- A. Ruleset
- B. Work Queue
- C. SLA Monitor
- D. Case Type

**Answer: A (LEAVE A REPLY)**

A Ruleset is a container that stores rules and version control in Pega applications. It ensures that rules are organized, reusable, and modular across applications. This simplifies application maintenance and rule versioning. Work queues, SLAs, and case types do not store rules.

**NEW QUESTION: 28**

Which best practice helps ensure that application bugs are resolved efficiently?

- A. Prioritizing defects based on impact
- B. Assigning all bugs to a single work queue
- C. Delaying bug resolution until after testing
- D. Escalating all minor bugs immediately

**Answer: A (LEAVE A REPLY)**

Prioritizing defects based on impact ensures that critical issues are addressed first, improving application stability and performance. Assigning all bugs to one work queue or delaying resolution reduces efficiency.

**NEW QUESTION: 29**

Which two methods allow simulating data retrieval from an external system? (Choose Two)

- A. Data Page Simulation
- B. Mock Data Source
- C. SLA-Based Refresh

D. Work Queue Routing

**Answer: A,B (LEAVE A REPLY)**

A Data Page Simulation allows temporary test data to be loaded instead of live data. A Mock Data Source provides static sample data for UI components and integrations. These methods allow developers to test application behavior without an actual API or database. This reduces development dependencies on external systems.

**NEW QUESTION: 30**

Which setting ensures that a form only displays relevant fields based on user input?

A. Visibility Condition

B. SLA Timer

C. Work Queue Filter

D. Case Escalation Rule

**Answer: (SHOW ANSWER)**

A Visibility Condition dynamically shows or hides fields based on user input or business rules. This ensures a streamlined and clutter-free form, improving usability. It prevents users from seeing irrelevant fields, reducing confusion. SLAs, work queues, and case escalation rules do not manage form visibility.

**NEW QUESTION: 31**

Which two accessibility features ensure that forms are easy to navigate for keyboard users?

(Choose Two)

A. Logical Tab Order

B. Focus Indicators

C. SLA Deadline Alerts

D. Work Queue Routing

**Answer: (SHOW ANSWER)**

A Logical Tab Order ensures that users can navigate through form fields in the correct sequence, while Focus Indicators highlight which element is currently active. These features enhance keyboard usability for users with disabilities. SLA deadline alerts and work queue routing do not improve form accessibility.

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**NEW QUESTION: 32**

Which setting controls whether an image automatically resizes for different screen sizes?

- A. Responsive Image Handling
- B. SLA Timeout
- C. Work Queue Assignment
- D. Decision Table

**Answer: A (LEAVE A REPLY)**

Responsive Image Handling ensures that images resize and adjust dynamically based on different mobile screen sizes and resolutions. This maintains visual consistency across devices. SLAs, work queues, and decision tables are unrelated to image scaling.

**NEW QUESTION: 33**

Which property mode allows an embedded list of objects within a data object?

- A. Page List
- B. Single Page
- C. Value List
- D. Reference Property

**Answer: A (LEAVE A REPLY)**

A Page List stores multiple instances of a related data object inside a case. For example, a purchase order may contain a list of items, each with its details. This structure enables complex data modeling and improves process automation. It supports One-to-Many relationships in case processing.

**NEW QUESTION: 34**

Which mobile setting allows enabling barcode or QR code scanning?

- A. Camera Control
- B. Work Queue Processing
- C. SLA Monitoring
- D. Decision Rule

**Answer: (SHOW ANSWER)**

Camera Control in Pega mobile applications enables barcode and QR code scanning. This is useful for inventory tracking, identity verification, and process automation. Work queues, SLA monitoring, and decision rules do not control camera-based functionality.

**NEW QUESTION: 35**

Which feature enables dynamically updating UI controls based on external data changes?

- A. Auto-Refresh Data Page
- B. Work Queue Processing

- C. SLA Recalculation
- D. Case Status Update

**Answer: (SHOW ANSWER)**

An Auto-Refresh Data Page ensures that UI controls update automatically when external data changes.

This is useful for stock price updates, real-time notifications, or changing case statuses. It prevents users from seeing outdated information. This improves data accuracy and responsiveness in UI interactions.

### **NEW QUESTION: 36**

Which UI control ensures that a form adapts to different screen sizes?

- A. Dynamic Layout
- B. Flow Action
- C. Work Queue Grid
- D. SLA Rule

**Answer: A (LEAVE A REPLY)**

A Dynamic Layout adjusts UI elements automatically based on screen size, ensuring responsiveness on desktops, tablets, and mobile devices. This improves usability and accessibility across different platforms. Flow Actions, Work Queues, and SLA rules do not control UI adaptability.

### **NEW QUESTION: 37**

Which component allows defining navigation behavior in a Pega mobile app?

- A. Navigation Menu
- B. SLA Recalculation Rule
- C. Work Queue Routing
- D. Case Escalation

**Answer: A (LEAVE A REPLY)**

The Navigation Menu in the Mobile App Channel allows configuring how users interact with the app, including tab structure, hamburger menus, and shortcuts. This ensures a smooth and intuitive user experience. It improves app accessibility and efficiency.

### **NEW QUESTION: 38**

Which two rule types help ensure data integrity before allowing case submission? (Choose Two)

- A. Validate Rule
- B. Edit Validate Rule
- C. Decision Table
- D. SLA Reassignment

**Answer: A,B (LEAVE A REPLY)**

A Validate Rule ensures that a case meets specific conditions before submission, such as mandatory fields. An Edit Validate Rule checks formatted inputs like email, phone numbers, or postal codes. These rules prevent incorrect data from being saved. They improve data accuracy and compliance in case workflows.

**NEW QUESTION: 39**

What is the purpose of the Passed Deadline in a Service Level Agreement (SLA)?

- A. To assign additional urgency after the deadline has passed
- B. To automatically close the case if no action is taken
- C. To remove a case from a queue if the goal is missed
- D. To reset SLA timers if a case is reopened

**Answer: A (LEAVE A REPLY)**

The Passed Deadline setting in an SLA increases urgency after the deadline has expired. It helps highlight overdue assignments that need immediate attention. Escalation actions, such as reassignment or notifications, can be triggered. This ensures critical tasks are not left unresolved.

**NEW QUESTION: 40**

Which setting ensures that an inactive user's work items are automatically reassigned?

- A. Operator Availability Check
- B. SLA-Based Escalation
- C. Case Status Update
- D. Manual Task Transfer

**Answer: B (LEAVE A REPLY)**

SLA-Based Escalation ensures that work items assigned to inactive users are reassigned after a defined time. This prevents delays in case resolution and ensures business continuity. It is useful in service operations, support centers, and time-sensitive workflows. Automatic escalation reduces workflow disruptions.

**NEW QUESTION: 41**

Which feature helps capture real-time business user feedback during development?

- A. Agile Workbench
- B. SLA Deadline Tracker
- C. Work Queue Dashboard
- D. Case Assignment Rules

**Answer: A (LEAVE A REPLY)**

Agile Workbench allows business users to provide direct feedback within the Pega application. This ensures that user requirements are captured early, reducing rework. SLA tracking, work queues, and case assignments do not manage feedback collection.

**NEW QUESTION: 42**

Which step allows a parent case to wait until all child cases reach a defined status?

- A. Wait for Child Case
- B. Case Resolution Rule
- C. SLA-Based Routing
- D. Escalation Trigger

**Answer: A (LEAVE A REPLY)**

A Wait for Child Case step ensures that the parent case remains paused until all child cases meet a defined status. This guarantees that necessary work is completed before further processing. It is useful in order processing, contract approvals, and compliance workflows. This ensures dependencies are respected in case progression.

#### **NEW QUESTION: 43**

Which two components help in refining Insights to display only relevant data? (Choose Two)

- A. Filters
- B. Groupings
- C. SLA Timers
- D. Work Queue Routing

**Answer: A,B (LEAVE A REPLY)**

Filters allow users to focus on specific case types, date ranges, or user-defined conditions, while Groupings help in categorizing data for clearer analysis. These improve data organization and report relevance. SLA timers and work queue routing are unrelated to Insight customization.

#### **NEW QUESTION: 44**

Which Pega component is used to retrieve data from an external system?

- A. Data Page
- B. Case Property
- C. Decision Table
- D. SLA Rule

**Answer: A (LEAVE A REPLY)**

A Data Page retrieves real-time data from external sources, such as databases, APIs, or services, and caches it for reuse. It eliminates redundant queries, improving system performance. Data Pages help ensure accurate and up-to-date information in case processing. They can be read-only, editable, or savable depending on the use case.

#### **NEW QUESTION: 45**

Which condition allows a stage to be skipped dynamically in Pega?

- A. A decision rule evaluates case data
- B. The user manually selects a skip option
- C. The case owner modifies routing rules

D. The case is marked as resolved

**Answer: A (LEAVE A REPLY)**

A Decision Rule evaluates case data dynamically to determine if a stage should be skipped. This allows adaptive workflows where unnecessary stages are automatically bypassed. It improves efficiency by removing redundant steps. It is used in scenarios such as pre-approved loan applications or fast-track orders.

#### **NEW QUESTION: 46**

Which visualization option is commonly used in Insights for trend analysis?

- A. Line Chart
- B. Work Queue Table
- C. SLA Tracker
- D. Decision Table

**Answer: (SHOW ANSWER)**

A Line Chart is commonly used in Insights for trend analysis, as it helps visualize changes in data over time. This is useful for monitoring case completion rates, customer interactions, and process efficiency. It enables data-driven improvements. Line charts are essential for performance tracking.

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#### **NEW QUESTION: 47**

Which setting ensures that a case is reassigned if an approval is not completed within SLA deadlines?

- A. Escalation Action
- B. Urgency Threshold
- C. Work Queue Reassignment
- D. Correspondence Rule

**Answer: A (LEAVE A REPLY)**

An Escalation Action automatically reassigns a case or sends a notification if an approval exceeds the SLA deadline. This ensures that urgent tasks are not delayed, reducing the risk of workflow bottlenecks.

Escalations can notify managers, reassign work, or increase urgency. They help maintain compliance with service-level commitments.

**NEW QUESTION: 48**

Which two elements define rule inheritance in Pega? (Choose Two)

- A. Pattern Inheritance
- B. Direct Inheritance
- C. SLA Escalation
- D. Work Queue Routing

**Answer: A,B (LEAVE A REPLY)**

Pattern Inheritance allows rules to be shared across applications using class naming conventions, while Direct Inheritance enables explicit rule sharing between specific classes. These improve reusability and maintainability. SLA escalations and work queue routing do not impact rule inheritance.

**NEW QUESTION: 49**

Which automation shape is used to pause case progression until a specific condition is met?

- A. Wait Shape
- B. Decision Shape
- C. Utility Shape
- D. Case Lock Shape

**Answer: A (LEAVE A REPLY)**

A Wait Shape pauses a case until a time-based delay or external event occurs. This ensures process dependencies are met before the case advances. It is commonly used in waiting for external approvals, SLA deadlines, or third-party system responses. This prevents premature case progression.

**NEW QUESTION: 50**

Which UI component is used to capture structured data from users?

- A. Section
- B. Flow Action
- C. Decision Table
- D. Work Queue

**Answer: A (LEAVE A REPLY)**

A Section is a UI container that holds input fields, dropdowns, checkboxes, and buttons for user interaction. It allows structuring data collection forms, dashboards, and reports efficiently. Sections ensure reusability and consistency across cases. They improve user experience by organizing data logically.

**NEW QUESTION: 51**

Which Pega component helps identify UI elements that may cause accessibility issues?

- A. Accessibility Inspector
- B. SLA Workflow Monitor
- C. Work Queue Analyzer
- D. Case Dependency Mapper

**Answer: (SHOW ANSWER)**

The Accessibility Inspector scans UI elements for potential accessibility issues, such as missing Alt Text or improper keyboard navigation. This ensures that applications meet compliance standards. SLA monitors and work queue analyzers do not assess accessibility.

#### **NEW QUESTION: 52**

Which feature in Pega Insights allows users to drill down into data for deeper analysis?

- A. Interactive Filters
- B. SLA Management
- C. Work Queue Processing
- D. Case Type Configuration

**Answer: A (LEAVE A REPLY)**

Interactive Filters allow users to drill down into reports, providing deeper insights into specific cases, trends, and business metrics. This improves data exploration without requiring new report creation. SLA management, work queue processing, and case configuration relate to case execution rather than reporting.

#### **NEW QUESTION: 53**

Which feature allows configuring gestures like swipe actions in Pega mobile applications?

- A. List-based Swipe Actions
- B. Work Queue Processing
- C. SLA Goal Adjustments
- D. Case Dependency

**Answer: A (LEAVE A REPLY)**

List-based Swipe Actions allow users to perform quick actions (approve, reject, delete, edit) by swiping on list items. This improves efficiency and usability on mobile devices. It provides faster access to frequently used actions. It enhances gesture-based navigation in mobile apps.

#### **NEW QUESTION: 54**

Which security setting ensures only authorized users can execute test cases?

- A. Privilege Assignment
- B. SLA Timeout
- C. Work Queue Routing
- D. Case Status Locking

**Answer: A (LEAVE A REPLY)**

A Privilege Assignment restricts test case execution to specific users or roles. This prevents unauthorized users from modifying or running sensitive unit tests. It ensures controlled test execution and prevents accidental changes. Proper access control enhances DevOps security in Pega applications.

**NEW QUESTION: 55**

Which component in Pega is used to define and manage teams of users?

- A. Work Group
- B. SLA Escalation
- C. Decision Tree
- D. Case Reassignment

**Answer: A (LEAVE A REPLY)**

A Work Group defines teams of users who can share work assignments based on roles. This ensures tasks are distributed efficiently among the right team members. It is useful in customer service, IT support, and claims processing. Work Groups enhance collaboration and workload management.

**NEW QUESTION: 56**

Which method is best for saving case data back to an external system of record?

- A. Savable Data Page
- B. Read-Only Data Page
- C. Declare Expression
- D. Case Dependency

**Answer: (SHOW ANSWER)**

A Savable Data Page allows data to be written back to an external system after modification. This ensures that case updates, approvals, or financial transactions are properly recorded in a central database or API. It supports commit operations to maintain data integrity. This is useful in real-time business applications.

**NEW QUESTION: 57**

Which Pega rule is used to configure an external database connection for sourcing data?

- A. Connect-SQL Rule
- B. SLA Assignment
- C. Case Processing Rule
- D. Work Queue Optimization

**Answer: A (LEAVE A REPLY)**

A Connect-SQL Rule allows Pega to retrieve, insert, update, or delete data from an external relational database. It helps in integrating legacy systems and third-party applications with case processing. This ensures smooth data exchange between Pega and external systems. It is essential for enterprise-level database interactions.

**NEW QUESTION: 58**

Which configuration ensures a property is populated with a default value only if it is initially blank?

- A. Data Transform with "Set if not blank" option
- B. Validate Rule
- C. Decision Table
- D. Declare Expression

**Answer: A (LEAVE A REPLY)**

A Data Transform with the "Set if not blank" option ensures a property is assigned a default value only if it is initially empty. This prevents overwriting existing values while ensuring required fields have valid defaults. It is commonly used in case creation, customer onboarding, and automated calculations. This improves data consistency and prevents unnecessary overrides.

**NEW QUESTION: 59**

Which feature in Explore Data allows users to save frequently used Insights for quick access?

- A. Saved Insights
- B. SLA Rule Definition
- C. Case Dependency Mapping
- D. Work Queue Configuration

**Answer: A (LEAVE A REPLY)**

The Saved Insights feature allows users to store customized reports for quick access and future use.

This improves efficiency by avoiding repeated report creation. SLA rules, case dependencies, and work queues are unrelated to Insight management.

**NEW QUESTION: 60**

Which method allows dynamically sourcing dropdown lists in the UI?

- A. Data Page
- B. Work Queue
- C. Flow Action
- D. SLA Policy

**Answer: A (LEAVE A REPLY)**

A Data Page can dynamically populate dropdown lists by fetching real-time data from a system of record.

For example, a dropdown for selecting customer accounts can pull data from an external database. This ensures that users always see the most up-to-date options. It eliminates the need for manual updates.

### NEW QUESTION: 61

Which Pega rule is used to fetch real-time data from an external REST API?

- A. Connect-REST Rule
- B. Declare Expression
- C. Work Queue Processing
- D. SLA Deadline

**Answer: A (LEAVE A REPLY)**

A Connect-REST Rule allows Pega to interact with external REST APIs for fetching and updating real-time data. It is commonly used in web services, payment processing, and third-party system integrations.

This ensures seamless communication between Pega and external applications. REST APIs support lightweight and scalable data exchange.

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### NEW QUESTION: 62

Which Pega feature allows defining data access restrictions at the field level?

- A. Access When Rule
- B. Case Lifecycle
- C. SLA Goal
- D. Work Queue Processing

**Answer: A (LEAVE A REPLY)**

An Access When Rule allows conditional access control to fields, cases, or data elements based on user roles or business conditions. This ensures sensitive data is visible only to authorized users. It enhances data privacy and security compliance. This rule is commonly used in financial and healthcare applications.

### NEW QUESTION: 63

Which Pega feature is used to automatically populate default values for a case?

- A. Data Transform
- B. Decision Table
- C. SLA Assignment
- D. Case Dependency

**Answer: A (LEAVE A REPLY)**

A Data Transform sets default values for case properties during creation or transitions. This ensures consistent data initialization without manual input. It is commonly used in defaulting customer preferences, assigning case priorities, or initializing date fields. Data Transforms enhance automation and reduce errors.

**NEW QUESTION: 64**

Which security feature enforces authentication rules for Pega users?

- A. Authentication Service
- B. Work Queue Routing
- C. SLA Enforcement
- D. Case Dependency

**Answer: A (LEAVE A REPLY)**

An Authentication Service enforces user authentication rules, such as single sign-on (SSO), LDAP, or OAuth integrations. It ensures that only authorized users can access the system. It enhances security by enforcing multi-factor authentication (MFA). This prevents unauthorized access and data breaches.

**NEW QUESTION: 65**

Which tool allows debugging issues related to data flow and property values?

- A. Clipboard Tool
- B. SLA Deadline Monitor
- C. Work Queue Analyzer
- D. Case Lifecycle Tracker

**Answer: A (LEAVE A REPLY)**

The Clipboard Tool provides a real-time view of application data and property values, helping developers debug incorrect data flow and assignments. This ensures that data is processed correctly. SLA monitors, work queues, and case trackers do not provide data debugging capabilities.

**NEW QUESTION: 66**

Which two methods can be used to route assignments dynamically? (Choose Two)

- A. Work group-based routing
- B. Custom decision table routing
- C. Static user assignment
- D. SLA-driven escalation

**Answer: A,B (LEAVE A REPLY)**

Work group-based routing assigns tasks to a designated team, ensuring specialized handling. Decision table routing allows assignments based on business logic, making routing decisions flexible. These methods improve efficiency and automate case handling. Static assignment lacks flexibility, while SLA escalation manages overdue tasks.

**NEW QUESTION: 67**

Which Insight visualization is best suited for comparing data across multiple categories?

- A. Bar Chart
- B. SLA Performance Table
- C. Work Queue Assignment Grid
- D. Case Escalation Report

**Answer: (SHOW ANSWER)**

A Bar Chart is ideal for comparing multiple data categories, such as case resolutions by department or issue types by priority. This enhances pattern recognition and performance analysis. SLA performance tables and work queue grids relate to workflow management rather than data visualization.

**NEW QUESTION: 68**

Which SLA configuration parameter determines how important a case is compared to others?

- A. Deadline
- B. Goal
- C. Urgency
- D. Passed Deadline

**Answer: C (LEAVE A REPLY)**

Urgency defines how critical a case or assignment is. It is used for prioritization and escalations, ensuring high-priority work gets completed promptly. SLAs dynamically adjust urgency based on case progression.

**NEW QUESTION: 69**

Which two techniques can be used to identify duplicate cases in Pega? (Choose Two)

- A. Weighted Match Rule
- B. Case Status Change
- C. Exact Match Rule
- D. SLA Violation

**Answer: A,C (LEAVE A REPLY)**

Exact Match Rules compare case properties to identify duplicates based on exact field values, such as ID numbers. Weighted Match Rules assign different weights to fields, allowing similarity-based detection.

These rules help prevent duplicate case processing. SLA violations and status changes do not detect duplicates.

**NEW QUESTION: 70**

Which feature helps validate whether a case meets specific conditions before proceeding?

- A. When Rule

- B. Edit Validate Rule
- C. SLA Timeout
- D. Case Status Change

**Answer: (SHOW ANSWER)**

A When Rule defines conditions that must be met before a case can advance in the workflow. It ensures that only eligible cases move forward, improving accuracy in business processing. It is commonly used in loan approvals, fraud detection, and compliance checks. When Rules provide dynamic control over workflows.

### **NEW QUESTION: 71**

Which of the following best describes a Data Page in Pega?

- A. A database table for storing case data
- B. A rule that loads and caches data for reuse
- C. A system record that holds user session details
- D. A UI component that displays reports

**Answer: B (LEAVE A REPLY)**

A Data Page is a rule that loads and caches data for efficient reuse across cases. It can source data from databases, REST APIs, or other systems. By reducing repeated database queries, it improves application performance. Data Pages ensure dynamic and real-time data access in Pega.

### **NEW QUESTION: 72**

What is the purpose of optional actions in a case workflow?

- A. They allow users to complete additional tasks that are not mandatory
- B. They replace the standard case flow with a new process
- C. They automatically resolve cases once completed
- D. They bypass SLAs to speed up case processing

**Answer: A (LEAVE A REPLY)**

Optional Actions allow users to perform additional, non-mandatory tasks that enhance case processing.

These actions provide flexibility without altering the main workflow. Users can execute them when needed, such as updating information or requesting approvals. Optional actions improve adaptability in case management.

### **NEW QUESTION: 73**

Which two factors determine whether a case needs additional approvals before completion? (Choose Two)

- A. Business Rules
- B. Case Creation Date
- C. SLA Urgency Level
- D. Compliance Requirements

**Answer: A,D (LEAVE A REPLY)**

Business Rules define conditions under which approvals are required, ensuring workflow consistency.

Compliance Requirements mandate approvals in regulated industries, such as finance or healthcare.

These factors prevent unauthorized decisions and enhance security. SLA urgency and case creation date do not directly trigger approvals.

**NEW QUESTION: 74**

Which debugging tool allows troubleshooting failed rule executions?

- A. Tracer
- B. SLA Violation Report
- C. Work Queue Monitor
- D. Case Status Tracker

**Answer: A (LEAVE A REPLY)**

Tracer captures the execution path of rules, including errors and exceptions, helping developers identify why a rule failed. It provides detailed logs of rule processing. SLA reports, work queue monitors, and case trackers do not track rule execution details.

**NEW QUESTION: 75**

Which feature in Pega allows developers to configure and manage mobile applications?

- A. Mobile App Channel
- B. Work Queue Routing
- C. SLA Rule
- D. Decision Table

**Answer: A (LEAVE A REPLY)**

A Mobile App Channel in Pega allows developers to configure, preview, and manage mobile applications.

It provides tools to customize branding, offline support, and navigation settings. This ensures that mobile users get an optimized experience. It enhances usability and performance in mobile deployments.

**NEW QUESTION: 76**

Which two methods allow tracking user authentication and login history? (Choose Two)

- A. Security Logs
- B. Authentication Service
- C. SLA Processing
- D. Case Assignment

**Answer: (SHOW ANSWER)**

Security Logs track login attempts, failures, and access violations, providing insights into potential security threats. Authentication Service manages user authentication

mechanisms, such as OAuth, LDAP, and SSO. These features help detect suspicious activities and prevent unauthorized access.

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#### **NEW QUESTION: 77**

Which validation mechanism is best suited for checking formatted input values like emails or ZIP codes?

- A. Edit Validate Rule
- B. Validate Rule
- C. SLA Goal
- D. When Rule

**Answer: A (LEAVE A REPLY)**

An Edit Validate Rule ensures that text input follows a specific format, such as email addresses, phone numbers, or postal codes. It runs on user input to prevent invalid entries before submission. This reduces data entry errors and improves accuracy in form processing. It is commonly used in registration and customer input forms.

#### **NEW QUESTION: 78**

Which refresh condition ensures a UI section updates when a field value changes?

- A. Refresh When Changed
- B. Reload Once Per Interaction
- C. SLA Escalation
- D. Case Assignment

**Answer: (SHOW ANSWER)**

Refresh When Changed triggers an update when a specific field value is modified, ensuring real-time updates in the UI. This is useful for calculating totals, updating dropdown values, or adjusting form visibility. It enhances user experience by dynamically reflecting changes. This prevents users from needing to refresh the page manually.

#### **NEW QUESTION: 79**

Which two components are required to localize a Pega application? (Choose Two)

- A. Field Value Rules

- B. Translation Pack
- C. SLA Monitor
- D. Work Queue Mapping

**Answer: (SHOW ANSWER)**

Field Value Rules store translated text for UI elements, while Translation Packs provide predefined translations for system text. These ensure a multilingual user experience. SLA monitors and work queue mappings do not contribute to localization.

**NEW QUESTION: 80**

Which two security policies enforce automatic session management? (Choose Two)

- A. Session Timeout Policy
- B. Lockout Policy
- C. SLA Recalculation
- D. Work Queue Prioritization

**Answer: (SHOW ANSWER)**

A Session Timeout Policy automatically logs out inactive users, preventing unauthorized access to abandoned sessions. A Lockout Policy temporarily blocks user accounts after multiple failed login attempts. These measures protect against session hijacking and brute-force attacks. Proper session policies enhance security compliance.

**NEW QUESTION: 81**

Which Pega feature allows you to set statuses for a case at different stages?

- A. Case Type Designer
- B. Flow Actions
- C. Data Transform
- D. Declare Expressions

**Answer: A (LEAVE A REPLY)**

The Case Type Designer enables defining case statuses at different stages. It allows setting default statuses when a case enters a stage, ensuring clarity in workflow tracking and reporting.

**NEW QUESTION: 82**

Which feature allows copying multiple property values from one object to another?

- A. Data Transform
- B. Declare Expression
- C. SLA Urgency Calculation
- D. Decision Table

**Answer: A (LEAVE A REPLY)**

A Data Transform can copy multiple property values from one object to another, simplifying data handling. It is useful for duplicating customer details, mapping values between cases,

and setting initial field values. This reduces manual input while ensuring consistency. Data Transforms enhance workflow automation and efficiency.

**NEW QUESTION: 83**

Which feature helps define tasks and user requirements for developers?

- A. User Stories
- B. SLA Processing
- C. Work Queue Prioritization
- D. Case Status Configuration

**Answer: A (LEAVE A REPLY)**

User Stories define business requirements in Agile development, ensuring developers understand what needs to be built. This improves application alignment with business needs. SLAs, work queues, and case statuses do not define development requirements.

**NEW QUESTION: 84**

Which best practice ensures good UI readability in Pega forms?

- A. Use clear labels and spacing
- B. Assign fields to work queues
- C. Configure SLAs for each input field
- D. Use only default layouts without customization

**Answer: A (LEAVE A REPLY)**

Using clear labels, proper spacing, and structured layouts improves form readability and user experience. It ensures that users can easily navigate and input data without confusion. Assigning fields to work queues and configuring SLAs do not impact form readability. Default layouts often need customization for better usability.

**NEW QUESTION: 85**

Which refresh strategy ensures that dropdown values update only when explicitly triggered?

- A. Reload On Demand
- B. Reload Once Per Interaction
- C. Reload If Older Than
- D. Reload Every Time Interval

**Answer: (SHOW ANSWER)**

Reload On Demand ensures that dropdown values update only when triggered by user action or system event. This prevents unnecessary data refreshes, optimizing system performance and response time. It is useful for selecting products, customer accounts, or lookup lists. This method balances performance and accuracy.

**NEW QUESTION: 86**

Which method is used to conditionally execute a Data Transform based on a specific scenario?

- A. When Rule
- B. Validate Rule
- C. SLA Goal Adjustment
- D. Work Queue Assignment

**Answer: (SHOW ANSWER)**

A When Rule evaluates conditions before executing a Data Transform to ensure logic applies only in relevant scenarios. This avoids unnecessary data manipulation, improving efficiency. It is useful in cases like applying tax rates based on region or setting default values based on case type. When Rules enhance flexibility in automation.

#### **NEW QUESTION: 87**

Which Pega feature ensures that rules are executed in a specific order?

- A. Rule Resolution
- B. SLA Processing
- C. Work Queue Rebalancing
- D. Case Routing

**Answer: (SHOW ANSWER)**

Rule Resolution determines which rule version is executed based on class hierarchy, availability, and user context. This ensures consistent application behavior. SLA processing, work queues, and case routing do not influence rule execution order.

#### **NEW QUESTION: 88**

Which method allows a field to dynamically update based on another field's value?

- A. Declare Expression
- B. Work Queue Processing
- C. SLA Deadline
- D. Case Reassignment

**Answer: A (LEAVE A REPLY)**

A Declare Expression ensures that a field's value automatically updates when a related field changes.

This eliminates the need for manual recalculations, ensuring data consistency. It is commonly used for tax calculations, total cost updates, and status changes. This improves automation in UI interactions.

#### **NEW QUESTION: 89**

Which relationship should be used when a single data object can be linked to multiple cases?

- A. One-to-Many
- B. Many-to-One

C. Many-to-Many

D. One-to-One

**Answer: A (LEAVE A REPLY)**

A One-to-Many relationship allows a single data object (e.g., customer) to be linked to multiple cases (e.g., orders). This structure ensures that shared data can be referenced across multiple processes. It improves data reuse and reduces redundancy. Proper relationships improve case management efficiency.

#### **NEW QUESTION: 90**

Which feature allows a manager to reassign work from one user to another?

A. Bulk Transfer

B. SLA Timeout

C. Case Dependency

D. Access Group Configuration

**Answer: A (LEAVE A REPLY)**

Bulk Transfer allows managers to reassign multiple tasks at once, ensuring even workload distribution.

This is useful in cases of unexpected absences or workload imbalances. It helps maintain efficiency in high-volume processing environments. This feature is commonly used in customer service and IT support teams.

#### **NEW QUESTION: 91**

Which two benefits does unit testing provide in DevOps? (Choose Two)

A. Faster defect detection

B. Improved rule validation

C. SLA optimization

D. Work Queue Load Balancing

**Answer: A,B (LEAVE A REPLY)**

Faster defect detection ensures that errors are identified early, reducing the cost of fixing defects later.

Improved rule validation ensures that business logic behaves as expected across different conditions.

SLAs and work queues are unrelated to unit testing. Proper unit testing improves software quality and deployment speed.

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**NEW QUESTION: 92**

Which feature allows grouping multiple UI components within a form?

- A. Layout Group
- B. Work Queue
- C. SLA Goal Timer
- D. Case Resolution Rule

**Answer: A (LEAVE A REPLY)**

A Layout Group organizes UI components into collapsible sections, accordions, or tabs, improving navigation and usability. This prevents clutter in complex forms while keeping information logically structured. Work queues, SLAs, and case resolution rules do not impact UI grouping.

**NEW QUESTION: 93**

Which feature ensures that a mobile app continues working without an internet connection?

- A. Offline Support
- B. SLA Rule
- C. Work Queue Processing
- D. Case Dependency

**Answer: A (LEAVE A REPLY)**

Offline Support in Pega mobile applications allows users to access, update, and submit cases without internet connectivity. It synchronizes data once the device regains connectivity. This is useful for field workers and remote locations. It improves reliability and accessibility of mobile apps.

**NEW QUESTION: 94**

Which configuration ensures an email is sent when an approval is rejected?

- A. Correspondence Rule
- B. SLA Notification
- C. Work Queue Alert
- D. Manual Notification

**Answer: A (LEAVE A REPLY)**

A Correspondence Rule triggers an automatic email notification when an approval is rejected. This ensures that requesters or other stakeholders are immediately informed about the decision. The notification can include reasons for rejection and next steps. Automating this process enhances workflow transparency and efficiency.

**NEW QUESTION: 95**

Which feature allows debugging failed unit tests efficiently?

- A. Tracer
- B. SLA Monitor
- C. Work Queue Audit
- D. Case History

**Answer: A (LEAVE A REPLY)**

Tracer captures rule execution details, helping debug failed unit tests by tracking runtime behavior. It provides insights into errors, unexpected outputs, and data transformations. This improves root cause analysis. Tracer is essential for fixing unit test failures efficiently.

**NEW QUESTION: 96**

Which setting allows a case to automatically close when all child cases are resolved?

- A. Parent Case Resolution Policy
- B. SLA Goal Adjustment
- C. Case Reassignment Rule
- D. Work Queue Configuration

**Answer: (SHOW ANSWER)**

A Parent Case Resolution Policy ensures that a parent case automatically closes when all child cases reach completion. This eliminates manual intervention, reducing workload for case managers. It is commonly used in multi-step workflows like HR onboarding and claims processing. This setting ensures process efficiency and completeness.

**NEW QUESTION: 97**

How does case status help in case management?

- A. It defines user permissions
- B. It helps track case progress
- C. It determines SLA goals
- D. It assigns work to users

**Answer: B (LEAVE A REPLY)**

Case status provides real-time visibility into where a case is in its lifecycle. It helps users track progress, identify pending tasks, and determine if intervention is required. Status changes can trigger workflow automation, such as routing or notifications. Proper case status management improves reporting and compliance.

**NEW QUESTION: 98**

Which feature allows PegaUnit to generate test cases automatically based on rule execution?

- A. Auto-Generated Test Case
- B. Decision Table Execution
- C. SLA-Based Testing

#### D. Work Queue Optimization

**Answer: (SHOW ANSWER)**

The Auto-Generated Test Case feature creates test cases automatically when a rule is executed. This simplifies test creation for Decision Tables, Data Transforms, and automated flows. It improves test coverage with minimal manual effort. This feature enhances automation in Pega's testing framework.

#### NEW QUESTION: 99

Which decision rule is preferred for complex scenarios with multiple nested conditions?

- A. Decision Tree
- B. Decision Table
- C. SLA Enforcement
- D. Subprocess Shape

**Answer: A (LEAVE A REPLY)**

A Decision Tree handles nested conditions by evaluating multiple scenarios step by step. It ensures that complex logic is executed systematically. It is commonly used in fraud detection, eligibility verification, and AI-based decision-making. Decision Trees offer a structured approach to rule-based automation.

#### NEW QUESTION: 100

Which Pega component is used to store structured data related to a case?

- A. Data Type
- B. Case Status
- C. Work Queue
- D. SLA Rule

**Answer: A (LEAVE A REPLY)**

A Data Type in Pega represents structured data used within cases, such as customer details or product information. It defines fields, relationships, and how data is stored. Data Types can be linked to external systems or maintained within the application. They help organize reusable business data efficiently.

#### NEW QUESTION: 101

Which feature ensures that Agile Workbench is integrated with third-party tools like Jira?

- A. Synchronization Settings
- B. SLA Recalculation Rules
- C. Work Queue Configuration
- D. Case Dependency Rules

**Answer: A (LEAVE A REPLY)**

Synchronization Settings allow Agile Workbench to integrate with external Agile tools like Jira, ensuring seamless issue tracking and backlog management. SLA recalculations, work queue configurations, and case dependencies do not integrate external tools.

**NEW QUESTION: 102**

Which refresh strategy ensures a Data Page retrieves the latest data on each user request?

- A. Reload Once Per Interaction
- B. Reload Once Per Case
- C. Reload On Demand
- D. Reload Once Per Assignment

**Answer: (SHOW ANSWER)**

Reload Once Per Interaction forces the Data Page to refresh every time it is accessed in a user session.

This is useful for displaying real-time data such as stock prices, live chat updates, or customer statuses.

While it ensures data freshness, frequent reloading may impact system performance. Proper refresh selection balances efficiency and accuracy.

**NEW QUESTION: 103**

Which validation method ensures that a required field is not left blank?

- A. Validate Rule
- B. Data Transform
- C. SLA Assignment
- D. Decision Table

**Answer: A (LEAVE A REPLY)**

A Validate Rule enforces that a field is required before a user can proceed. This prevents missing data, ensuring complete case information. It is commonly used in customer registration, order processing, and mandatory approvals. Validate Rules help maintain data integrity.

**NEW QUESTION: 104**

Which Pega rule type allows users to define if-else logic for workflow decisions?

- A. Decision Tree
- B. Case Type Rule
- C. SLA Reassignment
- D. Work Queue Processing

**Answer: A (LEAVE A REPLY)**

A Decision Tree evaluates multiple if-else conditions in a structured manner to determine a workflow decision. It is used for complex rule evaluations such as loan approvals, medical diagnoses, and fraud detection. Decision Trees reduce manual decision-making efforts. They improve efficiency in automated workflows.

**NEW QUESTION: 105**

Which feature allows defining team roles and responsibilities within a work group?

- A. Work Group Manager
- B. Case Owner Assignment
- C. SLA Reassignment Rule
- D. Urgency-Based Routing

**Answer: A (LEAVE A REPLY)**

A Work Group Manager defines team roles, responsibilities, and access permissions within a work group. This ensures structured task management and accountability. It is useful for team-based workflows in customer service, IT support, and HR operations. Work Group Managers oversee task distribution and workload efficiency.

1: Configuring Data Types, Creating Data Objects, Data Relationships, and Field Types  
This set covers data types, data objects, relationships, field types, and calculated values. Each explanation is exactly 3-4 lines long.

### NEW QUESTION: 106

Which security feature prevents users from accessing case data they are not authorized for?

- A. Access Control Policy
- B. SLA Timeout
- C. Work Queue Processing
- D. Case Status

**Answer: A (LEAVE A REPLY)**

An Access Control Policy restricts user access to specific case data based on business rules and role assignments. This ensures that only authorized personnel can view or modify sensitive records. It helps prevent data leaks and unauthorized updates. It is widely used in compliance-driven industries.

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### NEW QUESTION: 107

Which two best practices improve issue resolution in Agile Workbench? (Choose Two)

- A. Assigning defects to specific users
- B. Updating status after each fix

- C. Changing SLA deadlines
- D. Modifying work queue configurations

**Answer: A,B (LEAVE A REPLY)**

Assigning defects to specific users ensures clear ownership, while updating status after each fix keeps the team informed of progress. SLA deadlines and work queues do not improve Agile bug tracking.

#### **NEW QUESTION: 108**

What is the purpose of cascading approvals in Pega?

- A. To allow multiple users to approve a request in sequence
- B. To reassign approvals if a user is unavailable
- C. To approve work items using an automated decision tree
- D. To enable approvals to be skipped if urgency is high

**Answer: (SHOW ANSWER)**

Cascading approvals allow multiple stakeholders to approve work sequentially, following organizational hierarchy. This ensures compliance with structured decision-making policies. It is commonly used in finance, procurement, and HR approvals. Cascading approvals prevent unauthorized decision-making and maintain accountability.

#### **NEW QUESTION: 109**

Which two best practices should be followed when writing user stories in Agile Workbench? (Choose Two)

- A. Keep stories clear and concise
- B. Use acceptance criteria for validation
- C. Assign work queues to each story
- D. Create SLAs for each user story

**Answer: A,B (LEAVE A REPLY)**

User stories should be clear, concise, and focused on end-user needs, ensuring developers understand the requirement. Acceptance criteria define success conditions, allowing teams to verify if functionality meets expectations. Work queues and SLAs do not impact user story writing.

#### **NEW QUESTION: 110**

Which automation shape is used to call a predefined reusable process in a case flow?

- A. Subprocess Shape
- B. Decision Shape
- C. Utility Shape
- D. Wait Shape

**Answer: A (LEAVE A REPLY)**

A Subprocess Shape calls a predefined reusable process from within a case flow. This reduces redundancy by enabling workflow modularization, making processes reusable

across multiple cases. It is commonly used in multi-step approvals, document validation, and background checks. This improves maintainability and process efficiency.

**NEW QUESTION: 111**

Which two data relationships are supported when defining embedded data? (Choose Two)

- A. One-to-One
- B. Many-to-One
- C. One-to-Many
- D. Many-to-Many

**Answer: A,C (LEAVE A REPLY)**

One-to-One relationships are used when a single instance of data relates to another single instance (e.g., an address in a profile). One-to-Many relationships allow a single object to contain multiple related records (e.g., multiple phone numbers for a contact). These relationships ensure structured data management.

**NEW QUESTION: 112**

Which inheritance model allows sharing rules based on naming conventions?

- A. Pattern Inheritance
- B. Direct Inheritance
- C. SLA Escalation Rule
- D. Work Queue Prioritization

**Answer: A (LEAVE A REPLY)**

Pattern Inheritance enables rules to be shared across classes with similar naming structures, reducing manual rule duplication. This supports scalability and modularity. SLA escalation rules and work queue prioritization do not affect rule inheritance.

**NEW QUESTION: 113**

Which two elements can be managed in Pega mobile image assets? (Choose Two)

- A. App icon and splash screen
- B. Background images
- C. SLA escalation settings
- D. Work queue assignments

**Answer: A,B (LEAVE A REPLY)**

Pega allows customization of app icons, splash screens, and background images to create a branded mobile experience. These assets improve visual appeal and user engagement. SLA settings and work queues are unrelated to mobile image management. Proper asset configuration enhances branding.

**NEW QUESTION: 114**

Which two components are part of Agile Workbench in Pega? (Choose Two)

- A. User Stories

- B. Bugs
- C. SLA Tracker
- D. Case Routing

**Answer: (SHOW ANSWER)**

User Stories define functional requirements, while Bugs track issues and defects found during development. Agile Workbench helps teams collaborate and manage software changes effectively. SLA trackers and case routing do not manage Agile development processes.

#### **NEW QUESTION: 115**

Which rule type allows conditional execution of other rules?

- A. When Rule
- B. SLA Timer
- C. Work Queue Prioritization
- D. Case Escalation Rule

**Answer: A (LEAVE A REPLY)**

A When Rule defines conditions that must be met for a rule to execute, ensuring business logic is applied dynamically. This improves flexibility and automation. SLA timers, work queues, and case escalations do not manage rule execution conditions.

#### **NEW QUESTION: 116**

Which feature allows a user to select an optional action in a case?

- A. Local Action
- B. Case Resolution
- C. SLA Timeout
- D. Work Assignment

**Answer: (SHOW ANSWER)**

A Local Action allows users to perform optional actions without disrupting the main case workflow. These actions include updating case details, sending correspondence, or requesting approvals. They provide flexibility in handling exceptions or additional tasks. Local Actions improve user control in case processing.

#### **NEW QUESTION: 117**

Which of the following is not a primary SLA element?

- A. Passed Deadline
- B. Goal
- C. Routing condition
- D. Urgency

**Answer: (SHOW ANSWER)**

SLAs consist of goal, deadline, passed deadline, and urgency settings to track and manage task completion. Routing conditions, though important for case assignment, are

separate from SLAs. SLA components ensure efficient workload prioritization. They influence escalation but not direct task routing.

**NEW QUESTION: 118**

Which refresh strategy allows manually updating a Data Page when required?

- A. Reload On Demand
- B. Reload Once Per Interaction
- C. Reload If Older Than
- D. Reload Every Time Interval

**Answer: A ([LEAVE A REPLY](#))**

Reload On Demand refreshes a Data Page only when explicitly triggered, giving developers full control over data retrieval. This is useful when data updates are infrequent or depend on user actions. It prevents unnecessary performance overhead. It is commonly used for background data refresh in UI elements.

**NEW QUESTION: 119**

Which two rule types allow defining business logic conditions? (Choose Two)

- A. When Rules
- B. Decision Trees
- C. SLA Case Tracker
- D. Work Queue Escalation

**Answer: ([SHOW ANSWER](#))**

When Rules define conditions that trigger rule execution, while Decision Trees allow multi-step decision-making. These ensure flexible and automated business processes. SLA tracking and work queue escalations do not define business logic.

**NEW QUESTION: 120**

Which security mechanism ensures that users can only see and interact with assigned cases?

- A. Work Queue Security
- B. SLA Processing
- C. Case Dependency
- D. Field Value Mapping

**Answer: ([SHOW ANSWER](#))**

Work Queue Security ensures that users can only access cases assigned to their work queue. This prevents unauthorized users from browsing or modifying unrelated cases. It improves task segregation and operational efficiency. This feature is useful in multi-user, role-based case handling.

**NEW QUESTION: 121**

Which component allows users to group data in Insights for better visualization?

- A. Aggregate Functions
- B. SLA Policy
- C. Work Queue Routing
- D. Case Escalation

**Answer: A (LEAVE A REPLY)**

Aggregate Functions enable users to group data and apply calculations, such as sum, count, and average in Insights. This helps summarize case data for better analysis. SLA policies, work queue routing, and case escalation are unrelated to data grouping in reports. Aggregation improves report clarity and decision-making.

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#### **NEW QUESTION: 122**

Which setting ensures that a field is displayed only if a condition is met?

- A. Visibility Condition
- B. SLA Processing
- C. Work Queue Prioritization
- D. Case Dependency

**Answer: (SHOW ANSWER)**

A Visibility Condition ensures that a field is only displayed based on specific business rules, improving form clarity and reducing unnecessary fields. This improves user experience by focusing only on relevant inputs. SLA processing and work queues do not control visibility.

#### **NEW QUESTION: 123**

Which two sources can a Data Page pull data from? (Choose Two)

- A. REST API
- B. Work Queue
- C. Database Table
- D. SLA Rule

**Answer: A,C (LEAVE A REPLY)**

A Data Page retrieves data from REST APIs (external web services) and database tables (structured storage). This ensures that real-time business data is integrated into Pega

applications. REST APIs enable connectivity with third-party applications, while database tables store local application data.

**NEW QUESTION: 124**

Which layout ensures that form elements adjust based on screen width?

- A. Dynamic Layout
- B. SLA Configuration
- C. Work Queue Filtering
- D. Decision Table

**Answer: (SHOW ANSWER)**

A Dynamic Layout ensures that UI components resize and rearrange based on available screen width, improving responsive design for mobile and desktop users. SLA configurations and work queues do not affect UI responsiveness.

**NEW QUESTION: 125**

Which two UI controls are commonly used for data entry fields? (Choose Two)

- A. Text Input
- B. Dropdown
- C. SLA Monitor
- D. Work Queue Tracker

**Answer: A,B (LEAVE A REPLY)**

A Text Input is used for free-text data entry, while a Dropdown allows users to select predefined values.

These controls improve data accuracy and streamline user input. SLA monitors and work queue trackers are unrelated to data entry fields.

**NEW QUESTION: 126**

When should you configure multiple SLAs in a case?

- A. When different steps have different deadlines
- B. When users need to see case instructions
- C. When routing is based on urgency
- D. When assigning cases to multiple users

**Answer: A (LEAVE A REPLY)**

Different steps within a case may require different deadlines depending on business needs. Using multiple SLAs allows setting urgency, goals, and escalations for each assignment. This ensures compliance with service-level commitments. Multiple SLAs enhance case control and resolution timelines.

**NEW QUESTION: 127**

Which Pega feature is best for defining complex rule-based decisions?

- A. Decision Table

- B. Case Match Rule
- C. SLA Deadline
- D. Flow Action

**Answer: A (LEAVE A REPLY)**

A Decision Table applies structured rules to automate if-then business logic for case decisions. It improves efficiency by ensuring rules are applied consistently without human intervention. It is widely used in loan approvals, pricing calculations, and fraud detection. Decision Tables simplify complex decision-making.

#### **NEW QUESTION: 128**

Which two project details are required when using the Estimator Tool? (Choose Two)

- A. Number of case types
- B. Number of integrations
- C. SLA configurations
- D. Work queue assignments

**Answer: (SHOW ANSWER)**

The Estimator Tool considers case types and integrations to determine project effort and complexity. It helps teams plan development time and resources. SLA configurations and work queue assignments do not impact project scoping.

#### **NEW QUESTION: 129**

Which Data Page scope ensures that a case always retrieves the latest version of sourced data?

- A. Case
- B. Node
- C. Requestor
- D. Thread

**Answer: A (LEAVE A REPLY)**

A Case-scoped Data Page ensures that each case maintains and updates its own version of sourced data. This is useful when case-specific information, such as approvals or customer details, needs to be refreshed per transaction. It prevents unintended data sharing between cases. This scope improves data isolation and accuracy.

#### **NEW QUESTION: 130**

Which feature ensures that rules are reused efficiently across applications?

- A. Inheritance
- B. SLA Tracking
- C. Work Queue Processing
- D. Case Prioritization

**Answer: A (LEAVE A REPLY)**

Inheritance allows Pega applications to reuse rules across multiple classes, reducing duplicate rule creation. This improves scalability and simplifies rule management. SLA tracking, work queues, and case prioritization do not influence rule reuse.

**NEW QUESTION: 131**

Which feature allows a parent case to control the processing of related child cases?

- A. Case Dependency
- B. Work Queue Assignment
- C. SLA-Based Routing
- D. Decision Table Evaluation

**Answer: (SHOW ANSWER)**

A Case Dependency allows a parent case to control the execution of child cases. This ensures that child cases complete specific actions before the parent progresses. It is useful in workflows where multiple related cases must be completed together. Dependencies improve case coordination and process integrity.

**NEW QUESTION: 132**

Which field type is best suited for storing numeric values with decimal precision?

- A. Decimal
- B. Integer
- C. Boolean
- D. Text

**Answer: A (LEAVE A REPLY)**

A Decimal field stores numeric values with decimal precision, making it ideal for financial calculations like currency, tax rates, and measurements. Unlike Integer, it supports fractions, ensuring accurate computations. It is essential in pricing, interest calculations, and scientific measurements. Decimal fields prevent rounding errors.

**NEW QUESTION: 133**

Which validation method ensures that dependent fields are filled only when necessary?

- A. When Rule
- B. Validate Rule
- C. Edit Validate Rule
- D. Data Page

**Answer: (SHOW ANSWER)**

A Validate Rule ensures that dependent fields are only filled when required based on conditions. For example, it can enforce that "State" is mandatory only if "Country" is selected as the USA. This enhances form accuracy and usability. It prevents unnecessary data entry while maintaining data completeness.

**NEW QUESTION: 134**

Which feature allows reusing rules across multiple applications?

- A. Ruleset Versioning
- B. SLA Deadline Manager
- C. Work Queue Distribution
- D. Case Routing

**Answer: A (LEAVE A REPLY)**

Ruleset Versioning enables rules to be modular, reusable, and updated without affecting existing applications. This improves maintainability and reduces redundant rule creation. SLA deadlines, work queues, and case routing do not manage rule reuse.

### **NEW QUESTION: 135**

Which two techniques can be used to validate data in Pega? (Choose Two)

- A. Edit Validate Rule
- B. Data Transform
- C. Declare Expression
- D. Validate Rule

**Answer: A,D (LEAVE A REPLY)**

An Edit Validate Rule enforces format validation (e.g., email syntax, phone numbers). A Validate Rule ensures that fields meet business conditions (e.g., mandatory fields, numeric limits). These rules improve data integrity and prevent invalid entries. They enhance user experience and reduce processing errors.

### **NEW QUESTION: 136**

Which rule allows automating field value updates based on changes in other properties?

- A. Declare Expression
- B. Data Transform
- C. Validate Rule
- D. Decision Table

**Answer: A (LEAVE A REPLY)**

A Declare Expression updates a field dynamically whenever its dependent property changes. This ensures that calculated values remain accurate and updated in real time. It is commonly used for automatic tax calculations, discount adjustments, and derived metrics. Declare Expressions reduce manual updates and improve automation.

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**NEW QUESTION: 137**

Which component ensures that multiple values from a Data Page are displayed in the UI?

- A. Repeat Grid
- B. Work Queue
- C. SLA Timer
- D. Case Status

**Answer: A (LEAVE A REPLY)**

A Repeat Grid displays multiple records dynamically from a Data Page or system of record. This is useful for customer lists, transaction histories, and product catalogs. It ensures that users can view, filter, and interact with structured data efficiently. This improves case visibility and decision-making in business processes.

**NEW QUESTION: 138**

Which Agile Workbench feature ensures that feedback is categorized for easy tracking?

- A. Feedback Tags
- B. SLA Goal Adjustments
- C. Work Queue Labels
- D. Case Assignment Rules

**Answer: A (LEAVE A REPLY)**

Feedback Tags help categorize business feedback, bugs, and feature requests, making it easier for developers to track and prioritize improvements. This ensures faster response times and structured development workflows. SLA goals and work queues do not manage Agile feedback tracking.

**NEW QUESTION: 139**

How does delegation of approvals improve case management efficiency?

- A. Allows another user to handle approvals in the original approver's absence
- B. Automatically escalates approval requests based on urgency levels
- C. Ensures that only senior managers can approve high-priority cases
- D. Routes approval tasks directly to the case initiator

**Answer: A (LEAVE A REPLY)**

Approval Delegation allows a user to temporarily transfer approval responsibilities to another person.

This ensures that approvals continue even if the original approver is unavailable. It is useful for vacation coverage, workload balancing, or emergency decision-making.

Delegation prevents bottlenecks and maintains business continuity.

**NEW QUESTION: 140**

Which strategy ensures that case data is saved when a user submits a form?

- A. Post Processing Data Transform
- B. SLA Timeout
- C. Decision Table
- D. Declare Expression

**Answer: A (LEAVE A REPLY)**

A Post Processing Data Transform ensures that user-entered data is processed and saved after form submission. It is useful for calculating totals, validating fields, or updating case properties before committing data. This ensures accuracy before persisting data to a system of record.

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