

# Pegasystems.PEGAPCBA86V1.v2022-12-02.q100

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## NEW QUESTION: 1

A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

- A. Upload a new application theme.
- B. Run a case type that uses the component and change the font on the view.
- C. Add a new theme text entry to the application theme.
- D. Update the existing Default theme text entry.

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

## NEW QUESTION: 2

Case Management -Knowledge Check  
Given the following business requirement, "Once a loan application is complete the case is routed to a group of underwriters for review." What type of routing is needed to ensure the case is handled by the next available underwriter? (Choose One)

- A. Workpool routing
- B. Worklist routing
- C. Work queue routing
- D. Work routing

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

## NEW QUESTION: 3

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline and passed intervals?

- A. The user is notified that the maximum urgency value has been reached.
- B. Service level processing is halted until the assignment is completed.

- C. Urgency value remains at 100, but other service level processing continues.
- D. Urgency value continues to increment as configured.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 4**

Consider this requirement for a business transaction: An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

- If approved, the request is forwarded to the Fulfillment department.
- If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.
- The Fulfillment department will process the request if the requested items are in stock.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.



Response:

- A. Option D
- B. Option B
- C. Option C
- D. Option A

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 5**

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order.

How do you configure the approvals in the application?

Response:

- A. Configure a parallel process for each of the required approvals.
- B. Add an optional process to each approval in the appropriate stage.
- C. Configure a single cascading approval based on an authority matrix.
- D. Add the manager approval to an alternate stage in the case life cycle.

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

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

A pre-approval mortgage case type collects applicant information and real estate property details. Which field type stores and displays an applicant's mortgage loan amount correctly?

- A. Integer
- B. Decimal
- C. Picklist
- D. Currency

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

#### **NEW QUESTION: 7**

While running through a case life cycle, a business stakeholder notices a problem in a summary view.

The view should be read-only but half of the form can be edited.

How can the business stakeholder communicate this problem to the development team using Agile Workbench?

Response:

- A. Create a bug
- B. Create a note
- C. Create a comment
- D. Create a story

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

#### **NEW QUESTION: 8**

The goal milestone in a service level defines that amount of time \_\_\_\_\_.

Response:

- A. allowed before an assignment is considered overdue
- B. allowed for a user to advance to the next stage
- C. in which the case or step must be completed
- D. in which the case or step should be completed

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

#### **NEW QUESTION: 9**

A service level agreement describes the following behavior:

	Urgency Adjustment	Interval length	Limit
Start of service level	20		
Goal interval	10	8 hours	
Deadline interval	20	24 hours	
Passed Deadline interval	20	24 hours	3

The service level provides a four-hour initial delay. If the case urgency is set to 10 and the case reaches the assignment at 9 A.M. Monday. what is the assignment urgency at noon Wednesday?

Response:

- A. 100
- B. 80
- C. 60
- D. 50

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

#### NEW QUESTION: 10

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days.

To meet this requirement, you must set the \_\_\_\_\_ in the service level to five days.

- A. priority
- B. deadline
- C. goal
- D. urgency

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 11

You want to engage business and IT resources to review the working models. What best practice helps accomplish this objective ?

- A. Guadrail compliance
- B. Direct Capture of Objectives (DCO)
- C. Approval process
- D. Pega Cloud

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

#### NEW QUESTION: 12

In an insurance application; a claim case records the items of loss. Given the property reference .ItemOfLoss(I).Description, .ItemOfLoss is a \_\_\_\_\_

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

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

**NEW QUESTION: 13**

Select the characteristic used to identify candidate rules to be delegated to business users.

Response:

- A. Frequent changes are needed to continuously redefine the user experience.
- B. Changing business conditions require that the rule be managed without IT intervention.
- C. Ownership of changes to delegated rules changes from work group to work group.
- D. Changes to business conditions require that the rule be managed with IT intervention.

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

**NEW QUESTION: 14**

User A should have application permissions that are identical to User B's permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

- A. Add the My Cases page to the User A profile.
- B. Add the My Cases page to the User A role.
- C. Update the User A account to access the same portal as User B.
- D. Update User A to the same role as User B.

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

**NEW QUESTION: 15**

Select the use case that requires an integration by using robotic process automation (RPA).

Response:

- A. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- B. An online ordering application submits credit card information to a payment processor through a web service.
- C. A service management application lists paint options sourced from a Pega Platform data object.
- D. A drug trial management application submits trial data to a protected system through a secure connection.

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

**NEW QUESTION: 16**

A Customer applies for a credit card. In order for the credit card to be approved, the credit card consultant must receive the results of a credit check.

How do you configure the case types to reflect their relationship?

- A. Make credit check a spin-off case of credit card request.
- B. Make credit check a child case of credit card request.
- C. Make both loan request and credit check top cases.

D. Make credit card request a child case of credit check.

Answer: ([SHOW ANSWER](#))

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**NEW QUESTION: 17**

You need to fetch exchange rates that are updated on a daily basis from a web service and make them available in your application using a data page. Which scope would you select for the data page ?

- A. Request
- B. Node
- C. Thread
- D. Application

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 18**

Consider this scenario: A new Expense submitted and must be reviewed. The assignment urgency and the initial urgency values are both set to 10. The SLA starts when the assignment is created.

If the goal elapses and the assignment is not yet completed, the assignment urgency is Increased by 10.

If the deadline elapses and the assignment is not yet completed, the assignment urgency increases by

10. If the passed deadline elapses and the assignment is not yet completed, the assignment urgency increases by 10.

In the Answer Area, select the urgency for each milestone.

**Milestone**

**Urgency**

**Goal**

▼

10
20
30
40
50

**Deadline**

▼

10
20
30
40
50



**Passed Deadline**

▼

10
20
30
40
50

Solution:

## Answer Area

Milestone

Urgency

Goal

- 10
- 20
- 30
- 40
- 50

Deadline

- 10
- 20
- 30
- 40
- 50

Passed Deadline

- 10
- 20
- 30
- 40
- 50

Determine whether the given solution is correct?

Response:

- A. Incorrect
- B. Correct

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 19

Choose two use cases that require the configuration of conditional paths within the case type.

(Choose Two)

Response:

- A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- B. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

- C. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.
- D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 20**

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Business Architect Tasks	Journey Centric Development project order
Groom backlog stories	
Playback configurations	
Prepare for project kickoff meeting	
Capture sessions on discrete aspects of the case type	

Solution:

Business Architect Tasks	Journey Centric Development project order
	Prepare for project kickoff meeting
	Playback configurations
	Capture sessions on discrete aspects of the case type
	Groom backlog stories

Determine whether the given solution is correct?

Response:

- A. Correct
- B. Incorrect

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

**NEW QUESTION: 21**

How does an application determine the default action for a user at an assignment?

Response:

- A. The connector or local flow action that appears first when listed alphabetically is the default action.

**B.** The flow action that is associated with the "Default" connector type in the flow is the default action.

**C.** The connector or local flow action with the greatest likelihood value is the default action.

**D.** The connector flow action with the greatest likelihood value is the default action.

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

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

Section rules may be referenced by which flow shape?

Response:

**A.** Assignment

**B.** None

**C.** Decision

**D.** Connector

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

#### **NEW QUESTION: 23**

Consider the following user story: As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view?

(Choose Two)

**A.** What fields does the account owner need to see to be able to add a temporary member?

**B.** How do the fields for the temporary member need to be displayed?

**C.** Will field information about the temporary member be stored in an external database?

**D.** Do the fields about the temporary member need to be displayed in multiple languages?

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

#### **NEW QUESTION: 24**

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

Response:

**A.** Summarize the regional cost centers by count.

**B.** Create a filter for each cost center and count the case IDs.

**C.** Summarize the case ID column by count.

**D.** Define a function for the cost center column to total the case IDs.

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

#### **NEW QUESTION: 25**

A parallel process is defined as\_\_\_\_\_.

Response:

**A.** a process that executes in the context of another process

- B. a process that executes over the same time period as other processes
- C. a process that is not part of the primary flow in the case life cycle
- D. a process that executes in the context of the current case

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

**NEW QUESTION: 26**

An insurance company offers personal property insurance. Jewelry is a special type of personal property.

Jewelry coverage requires that the user managing the request is trained to appraise jewelry.

Assignments for jewelry appraisals must go to skilled users. Which routing approach would you use ?

- A. Route directly to users who are members of a work group that uses skill rating parameters
- B. Route requests to a work group whose members have the skill rating parameters
- C. Route requests to a reporting manager who assigns the request to a user to ensure fast processing
- D. Route requests to a decision table that routes the request to a work group in a location where there are users who have appraisal skills

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

**NEW QUESTION: 27**

What does the Report Browser allow users to do? (Choose Two)

- A. Modify Reports
- B. Execute Reports
- C. Delete Reports
- D. Create Reports

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

**NEW QUESTION: 28**

What three questions should you answer to create effective correspondence?

(Choose Three)

Response:

- A. when does the correspondence need to be sent?
- B. How will the correspondence be sent?
- C. Which email server should the correspondence use?
- D. How often should you send correspondence?
- E. Who is the user that receives the correspondence

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

**NEW QUESTION: 29**

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation.

If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.



Response:

- A. Option B
- B. Option D
- C. Option C
- D. Option A

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

### NEW QUESTION: 30

An application references a data element found in the Work- class. How is this rule inherited by the application?

Response:

- A. By adding the ruleset that contains the property to the application.
- B. By applying pattern inheritance.
- C. By naming PegaRULES as the built-on application.
- D. By applying directed inheritance.

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

**NEW QUESTION: 31**

Direct Capture of Objectives (DCO) provides many benefits. Which of the following are benefits of DCO?

(Choose Two)

- A. Automatically define and store application requirements.
- B. Provide real-time awareness of project development to all project participants.
- C. Easily convert legacy operations to automated business processes.
- D. Use working models to better facilitate business and IT collaboration.

Answer: ([SHOW ANSWER](#))

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**NEW QUESTION: 32**

An application references the property .Customer.Address(Billing).State. What is the property mode for.Address(Billing)?

Response:

- A. Single Value
- B. Page
- C. Page Group
- D. Page List

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 33**

Match the correct Answer in box:

Scenario	Routing type
Route job requisition approval to a reporting manager, the person who created the requisition	Single approval routing
Route an expense report to the department manager when expenses exceed US\$1000	Cascading approval routing
Route support requests for customers whose preferred language is Spanish to customer service representatives who speak Spanish	Business logic routing
Route a candidate evaluation to the reporting manager	Custom routing

Solution:

Scenario	Routing type
Route a candidate evaluation to the reporting manager.	Single approval routing
Route job requisition approval to a reporting manager, the senior manager, then director.	Cascading approval routing
Route an expense report to the department manager when expenses exceed USD 1000.	Business logic routing
Route support requests for customers whose preferred language is Spanish to customer service representatives who speak Spanish.	Custom routing

Determine whether the given solution is correct?

Response:

- A. Incorrect
- B. Correct

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

#### NEW QUESTION: 34

You want to engage business and IT resources to review the working models. What best practice helps accomplish this objective?

Response:

- A. Guardrail compliance
- B. Approval process
- C. Direct Capture of Objectives (DCO)
- D. Pega Cloud

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

#### NEW QUESTION: 35

An insurance company provides personal property insurance. Jewelry is categorized as a special type of personal property. Requests for jewelry coverage require that a user managing the request is trained to appraise jewelry. The requirement is to route assignments for jewelry appraisals to users who have this skill, Which one of the following routing approaches would you use?

- A. Route requests to a reporting manager who assigns the request to an available user to ensure fast processing.
- B. Route directly to a user who is a member of work group that uses skill rating parameters.
- C. Route requests to a decision table which routes the request to a work group in a location where there are users who have appraisal skills.
- D. Route requests to a work group that uses skill rating parameters for work group members.

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

#### NEW QUESTION: 36

A data model consists of all of the following except \_\_\_\_\_.

Response:

- A. Data validation
- B. Data objects
- C. Attributes
- D. Object relationships
- E. Data types

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

#### **NEW QUESTION: 37**

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list.

How do you design the report to support this requirement?

- A. Select Highest to Lowest sort type for Create Date.
- B. Make the Create Date the first column in the report.
- C. Select Lowest to Highest sort type for Create Date.
- D. Add a filter condition where Create Date is greater than the current date.

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

#### **NEW QUESTION: 38**

In a purchase order application, you have been asked to add an order total field that is used on multiple forms in the application. You want to make sure that whenever the input values change, the order total changes on all the forms.

Which two of the following are reasons would you choose to use a declare expression rather than a data transform to calculate the value?

(Choose Two)

Response:

- A. A declare expression calculates a specific value that is used on multiple forms.
- B. The system monitors input properties and determines when to update the target property values
- C. When updating a property that is calculated, you do not need to identify every calculation that updates any of the source values and manually recalculate them.
- D. A declare expression updates the total value on the forms when any form containing the field is submitted.

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

#### **NEW QUESTION: 39**

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



The requirement changes to allow the parent case to continue before the child cases resolve. How do you configure the Wait steps for this requirement?

Response:

- A. Configure the Wait step to continue the parent case when the child cases reach the payment pending review status.
- B. Configure the Wait step so users can choose to continue the parent case process regardless of child case status.
- C. Configure the Wait step so that only one child case must resolve before the parent case can continue.
- D. Configure the Wait step to continue the parent case when the child cases reaches audit or approval.

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

#### NEW QUESTION: 40

You are designing a travel plan application. A hotel booking step displays a form in which users select a hotel and enter their check-in and check-out dates. The application calculates and then displays the cost for the hotel room.

The form also includes fields to select options, such as valet parking. at an extra cost. The application totals the cost for any selected options and adds that amount to the total room cost to equal the grand total. which is displayed in a field.

Which two of the following properties would you use as the target properties?

(Choose Two)

Response:

- A. Total cost for the hotel room
- B. Total cost of option
- C. Number of days at the hotel
- D. Price of each option

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

#### NEW QUESTION: 41

An application will use a data page to store user preferences. This page needs to be available to all the cases associated with a single end user. The most appropriate scope for this data page is

---

(Choose One)

Response:

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

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

#### **NEW QUESTION: 42**

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Add a Persist case step to the case life cycle.
- B. Add a decision shape to the process.
- C. Configure the case type to create temporary cases.
- D. Configure the stage to resolve the case.

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

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

Which two of the following are benefits of following Pega guardrails ? (Choose Two)

- A. Guardrails help developers build applications that are easier to maintain and have fewer defects
- B. Guardrails help managers create schedules for efficiently allocating developer resources
- C. Guardrails help developers to track compliance with Pega best practices
- D. Guardrails help project managers ensure that applications are completed on time

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

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

You need to send an email to customers who are approved for a mortgage. The system automatically sends a preliminary approval to customers by email.

How do you configure the case to achieve this behavior?

- A. Enable email notifications on the case type, and then add a Send Email step to the case life cycle after the Approval step.
- B. Add a Send Email step to the case life cycle after the Approval step.
- C. Enable email notifications on the case type.

D. Configure a Collect Information step with read-only information, and then route the step to the customer.

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

**NEW QUESTION: 45**

What two items should a developer configure before delegating a rule ? (Choose Two)

- A. A separate Operator ID that has access to the delegated rules
- B. An Access Group that has access to the production ruleset
- C. An unlocked ruleset added to the Application rule as a production ruleset
- D. An Access Role that has access to the production ruleset

**Answer:** B,C ([LEAVE A REPLY](#))

**NEW QUESTION: 46**

A new work status value is defined using a field value rule for which Pega property?

Response:

- A. pyStatusWork
- B. pyWorkstatus
- C. pyCaseStatus
- D. pxCaseStatus

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

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**NEW QUESTION: 47**

What does the Report Browser allow users to do?

(Choose Two)

Response:

- A. Execute Reports
- B. Delete Reports
- C. Modify Reports
- D. Create Reports

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

**NEW QUESTION: 48**

An insurance company offers personal property insurance. Jewelry is a special type of personal property.

Jewelry coverage requires that the user managing the request is trained to appraise jewelry.

Assignments for jewelry appraisals must go to skilled users.

Which routing approach would you use?

Response:

- A. Route requests to a reporting manager who assigns the request to a user to ensure fast processing.
- B. Route directly to users who are members of a work group that uses skill rating parameters
- C. Route requests to a work group whose members have the skill rating parameters.
- D. Route requests to a decision table that routes the request to a work group in a location where there are users who have appraisal skills.

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

### **NEW QUESTION: 49**

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum.

Which three of the following statements are true?

(Choose Three)

Response:

- A. New customer obtains troubleshooting assistance by using a call center is a journey
- B. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- C. Experienced customer obtains troubleshooting assistance by using the online forum is a journey
- D. Customer obtains troubleshooting assistance is a microjourney
- E. Customer obtains troubleshooting assistance is a journey
- F. New customer obtains troubleshooting assistance by using a call center is a microjourney

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

### **NEW QUESTION: 50**

Consider the following user story: As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view?

(Choose Two)

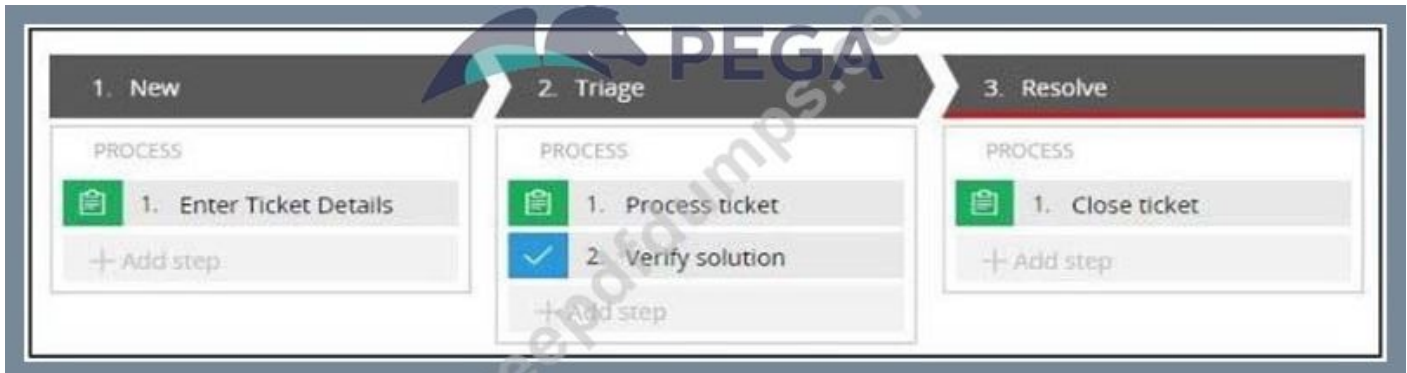
Response:

- A. Do the fields about the temporary member need to be displayed in multiple languages?
- B. How do the fields for the temporary member need to be displayed?
- C. What fields does the account owner need to see to be able to add a temporary member?
- D. Will field information about the temporary member be stored in an external database?

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 51

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

Response:

- A. When Verify solution step starts
- B. When the Triage stage completes
- C. When the Process ticket step completes
- D. When the Process ticket step starts

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

### NEW QUESTION: 52

A Customer applies for a credit card. In order for the credit card to be approved, the credit card consultant must receive the results of a credit check. How do you configure the case types to reflect their relationship?

Response:

- A. Make credit card request a child case of credit check.
- B. Make both loan request and credit check top cases.
- C. Make credit check a spin-off case of credit card request.
- D. Make credit check a child case of credit card request.

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

### NEW QUESTION: 53

In a job application case, a hiring manager needs to receive an automatic email notification when the case reaches a Collect Work Sample assignment. How would you configure this correspondence requirement?

Response:

- A. Before the assignment add a SendEmail SmartShape.
- B. Add a SendCorrespondence local action to the assignment.
- C. After the assignment add a SendEmail SmallShape.
- D. Enable assignment notifications for the case type.

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

**NEW QUESTION: 54**

A manager has requested a report that shows the purchase requests for each of the regional cost centers. The manager wants to organize the results so the cost center appears only once on the report and the requests are listed under cost center. How would you configure the report definition ?

- A. Use the cost center column to group the results
- B. Filter the results so that only cost center and requests are included in the report
- C. Use the requests column to group the results
- D. Summarize the requests column by count

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

**NEW QUESTION: 55**

You configure a service level to start with 0 points and adjust assignment urgency to 20 when the goal is reached, another 20 when the deadline is reached, and 50 when the passed deadline event is triggered. You iterate the passed deadline 3 times. How many points will the assignment have on the last iteration of passed deadline.

- A. 190
- B. 100
- C. 140
- D. 230

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

**NEW QUESTION: 56**

The first stage of your process contains an assignment step. You need create a new custom user view with appropriate fields for this step. The quickest way to do this is via the\_\_\_\_\_.

(Choose One)

- A. Case Designer, Workflow Tab
- B. Case Designer, Views Tab
- C. Case Designer, Data Model Tab
- D. Case Designer, Settings Tab

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

**NEW QUESTION: 57**

Key Performance Indicators (KPIs) are used to \_\_\_\_\_.

Response:

- A. verify whether end users are satisfied with the application
- B. determine if an application has met all of its business objectives
- C. determine whether or not an application has implemented all of its specifications
- D. determine whether an application has satisfied all of its requirements

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 58**

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



The requirement changes to allow the parent case to continue before the child cases resolve.

How do you configure the Wait step for this requirement?

- A. Configure the Wait step so users can choose to continue the parent case process regardless of child case status.
- B. Configure the Wait step to continue the parent case when the child cases reach audit or approval.
- C. Configure the Wait step so that only one child case must resolve before the parent case can continue.
- D. Configure the Wait step to continue the parent case when the child cases reach the payment pending review status.

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

**NEW QUESTION: 59**

You have a requirement to add a bank checking account number field to a view. Routing numbers must contain nine digits. How would you configure the field to support this requirement? (Choose One)

- A. Use an edit validate rule that validates the routing number pattern.
- B. Use a decimal property type and make the field required.
- C. Set the minimum and maximum values to 9 in a text field.
- D. In an edit validate rule, configure a function to test for a routing number pattern.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 60**

Which two dependencies do you enforce with a Wait step?

(Choose Two)

Response:

- A. Preventing a case from entering a stage until a condition is met
- B. Preventing a case from resuming until an automated decision executes

- C. Pausing a case until a predetermined time expires
- D. Pausing a case until another case (or all cases) reach a specified status

**Answer: C,D ([LEAVE A REPLY](#))**

### **NEW QUESTION: 61**

Consider the following scenario:

- During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.
- Next, an email invitation is sent to the candidate.
- During the interview, the hiring manager captures notes from the discussion.
- Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process.

(Choose Two)

Response:

- A. Notify Candidate
- B. Technical Exercise
- C. Schedule Interview
- D. Ask Questions

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

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### **NEW QUESTION: 62**

Consider the following user story: As a customer, I want to be able to cancel an open service request at any time. Select the configuration option that satisfies the user story.

Response:

- A. Add a case wide action to the case life cycle.
- B. Add a stage-only action to each stage in the case life cycle
- C. Configure the Cancel button on the user views to resolve the case.
- D. Add an alternate stage to the case life cycle.

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

### **NEW QUESTION: 63**

In a new prescription request, all NSAID medication requests must have a pharmacist with DRG Level 3 approvals. Any pharmacist who meets or exceeds Level 3 may approve. To meet this requirement you configure the case design to have\_\_\_\_\_. (Choose One)

- A. A custom utility step that uses a standard Pega router
- B. A step that routes to the Pharmacist Level 3 skilled queue
- C. A send email utility step that
- D. A step that routes to Pharmacist Level 3 worklist

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

#### **NEW QUESTION: 64**

What three questions should you answer to create effective correspondence ? (Choose Three)

Who is the user that receives the correspondence ?

- A. Which email server should the correspondence use ?
- B. How will the correspondence be sent ?
- C. When does the correspondence need to be sent
- D. How often should you send correspondence ?

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

#### **NEW QUESTION: 65**

Adding instructions to a step \_\_\_\_\_.

Response:

- A. Instructs an architect how to build the step
- B. defines what a step should do
- C. describes the business value of the step
- D. describes to an end user what should be done in a step

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

#### **NEW QUESTION: 66**

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.

Select the case type relationship that satisfies the requirement.

- A. Configure hotel review as a child case of the checkout request.
- B. Configure checkout request as a child case of hotel review.
- C. Configure both checkout request and hotel review as top-level cases.
- D. Configure hotel review as a parallel process to the checkout request.

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

#### **NEW QUESTION: 67**

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process.

What task do you perform to implement this requirement?

Response:

- A. In the Employment Information process add a card type true/false field to a user view.
- B. In the Employment Information process add a custom condition to test the card type.
- C. In the Employment Information process add an Approve/Reject step to test the card type.
- D. In the Employment Information process validate card type for continued processing.

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

#### **NEW QUESTION: 68**

An application references a data element found in the Work-Class. How is this rule inherited by the application ?

- A. By applying directed inheritance
- B. By applying pattern inheritance
- C. By adding the ruleset that contains the property to the application
- D. By naming PegaRULES as the build-on applications

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

#### **NEW QUESTION: 69**

In an online shopping application, the primary case type PurchaseOrder has two child case types: Payment and Packaging. In processing PurchaseOrder case P0-11, Payment case Pay-37 and Packaging case Pac-56 are created.

Which statement about the processing of P0-11, Pay-37, and Pac-56 is correct?

Response:

- A. Pac-56 has to be resolved before Pay-37 is resolved.
- B. P0-11 can be resolved when either Pay-37 or Pac-56 is resolved.
- C. Both Pay-37 and Pac-56 have to be resolved before P0-11 can be resolved.
- D. P0-11 has to be resolved before either Pay-37 and Pac-56 is resolved.

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

#### **NEW QUESTION: 70**

Verifiability of a requirement means the requirement \_\_\_\_\_.

Response:

- A. must include information that establishes a testable condition
- B. has been agreed upon by both business and IT leadership
- C. clearly defines all the information necessary to describe the feature or behavior desired
- D. must be well documented and concise

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

#### **NEW QUESTION: 71**

In this same application, you now want to drill down into the Data Designer for the Online Orders and Order History data types. Click Online Orders and Order History to enter the Data Designer. View the information in the Data Designer before you proceed.

Information from this view of the Integration Designer helps you complete the second activity. You can return to this information at any time from the activity page by clicking the back arrow.

The screenshot shows the Pega Integration Designer interface. At the top, there are navigation icons and a 'SIMULATED' indicator. Below, there are four main sections: 'Data types', 'Data views', 'Referenced By', and 'System of record'. The 'Data types' section lists 'Customer', 'Online Orders', and 'Order History'. The 'Data views' section lists 'List customer address info', 'List customer contact info', 'List Orders by Customer ID SIMULATED', and 'Fetch Orders by Order ID SIMULATED'. The 'Referenced By' section shows 'Online Order' and 'Order Inquiry' for various data types. The 'System of record' section lists 'Pega', 'Pega Robotics', and 'Orders'.



Solution:



Determine whether the given solution is correct?

Response:

- A. Incorrect
- B. Correct

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

**NEW QUESTION: 72**

Contact information changes must not alter or interrupt the primary flow of the case. Which option meets the needs of this requirement?

Response:

- A. Add an assignment to the case life cycle.
- B. Add an optional action to the case workflow.
- C. Add an alternate stage to the case life cycle.
- D. Add a stage with a start condition to the case workflow.

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

**NEW QUESTION: 73**

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.
- B. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- C. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.
- D. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.

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

**NEW QUESTION: 74**

A shipping company uses a Pega application for order processing and fulfillment.

The Membership level locally-sourced data type indicates the membership level of the customer.

The Address data type is used to verify the customer-entered billing and shipping addresses against a comprehensive database of postal addresses.

The Delivery preference data type specifies whether the customer prefers the delivery person to call the customer or ring the doorbell when dropping off a package.

In the graphic below, choose the appropriate data type based on how it is sourced.



**Answer:**



**NEW QUESTION: 75**

Tom Jones' request for a credit card dispute is an example of which of the following?

Response:

- A. A case type
- B. A task
- C. A service
- D. A case

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

**NEW QUESTION: 76**

In a help desk application, you have the following requirement: The Customer Support Representative must response to a help desk ticket within 4 hour after a customer submits a ticket. Where do you configure the service level to meet this requirement?

Response:

- A. The process
- B. The stage
- C. The step
- D. The case type

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

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**NEW QUESTION: 77**

Which two of the following methods can configure one stage in the case life cycle to advance to the next?

(Choose Two)

Response:

- A. Configure automatic stage transitioning in the stage contextual property panel.
- B. Add a Change Stage step.
- C. While running a case, use the Actions menu to change the stage.
- D. Configure the stage to resolve the case in the stage properties panel.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 78**

Select each description on the left and drag it to the correct field type on the right.

Description	Field Type
A collection of related values that makes up a single employee record	Picklist
A collection of applicable discount codes	Field group
A collection of shipping addresses associated with a customer account	Field group list

Answer:

Description	Answer Area	Description	Field Type
A collection of related values that makes up a single employee record		A collection of related values that makes up a single employee record	Picklist
A collection of applicable discount codes		A collection of applicable discount codes	Field group
A collection of shipping addresses associated with a customer account		A collection of shipping addresses associated with a customer account	Field group list

### NEW QUESTION: 79

Automating decisions based on business logic enables \_\_\_\_\_

- A. application users to mark a specific location for business exceptions that may arise in the process flow
- B. architects to improve the performance of the application
- C. application users to focus on more nuance decisions that require business expertise
- D. architects to spend less time building the application

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

### NEW QUESTION: 80

Which option represents the relationship between mixins, controls and formats ?

- A. A control specifies a mixin which defines a format
- B. A mixin specifies a control which defines a format
- C. A control specifies a format which uses a mixin
- D. A format uses a mixin that defines a control

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 81

An experienced Pega business architect can apply their expertise \_\_\_\_\_.

Response:

- A. throughout the entire development life cycle
- B. during the executable modeling phase only
- C. during the analytical modeling phase only
- D. during the descriptive modeling phase only

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

### NEW QUESTION: 82

Which two of the following use cases do you implement by using one or more calculated fields?

(Choose Two)

Response:

- A.** A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.
- B.** An accountant wants to list the largest order for the last month, for each customer account.
- C.** A sales representative wants to quote the cost of an insurance policy based on selected coverage options
- D.** A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.

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

### **NEW QUESTION: 83**

Choose two use cases that require the configuration of conditional paths within the case type.  
(Choose Two)

- A.** A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.
- B.** A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.
- C.** A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- D.** An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

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

### **NEW QUESTION: 84**

In an insurance application, a claim case records the items of loss. Given the property reference Item Of Loss(1).Description, itemOfLoss is a \_\_\_\_\_.

Response:

- A.** Value list
- B.** Page list
- C.** Single value
- D.** Page

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

### **NEW QUESTION: 85**

A case stage can be \_\_\_\_\_.

(Choose two.)

Response:

- A.** skipped, based on a specified condition
- B.** skipped, based on the result from a decision table

- C. exited only when all subcases are resolved
- D. entered only if all validation requirements are met

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

**NEW QUESTION: 86**

Consider the following user story: As a policyholder, I want to add a vehicle operator to my insurance policy so I can extend coverage to the added operator. Which two questions help you define the fields for the user view?

(Choose Two)

Response:

- A. What fields does the account owner need to see to add an operator?
- B. How do the fields for the operator need to be displayed?
- C. Do the fields about the operator need to be displayed in multiple languages?
- D. Will field information about the operator be stored in an external database?

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

**NEW QUESTION: 87**

During a DCO session, flows, connectors, and flow shapes are linked to the corresponding

\_\_\_\_\_.

Response:

- A. requirement
- B. case type
- C. business objective
- D. specification

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

**NEW QUESTION: 88**

The Report Editor allows us to configure which type of rule?

Response:

- A. Categorized Report
- B. List Report
- C. Report Definition
- D. Summary Definition

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

**NEW QUESTION: 89**

Which of these rule types can be used in a flow to direct the processing of a case? (Choose Two)

- A. Assignment
- B. Flow Action
- C. Transformer
- D. Integrator

E. When

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 90**

From the left, drag each report into the corresponding report type on the right.

The screenshot shows a PEGA Business Reports interface. On the left, there is a list of four reports: "The number of customer support request cases created per week", "Average duration and timeliness per assignment", "Top 10 merchants with highest percentage of fraud cases", and "Total customer inquiry cases per state per product line". On the right, there are two empty slots for reports, labeled "Business Reports" and "Process Reports". A watermark "freepdfdumps.com" is visible across the interface.

Answer:

The screenshot shows the same PEGA Business Reports interface as above, but with the reports from the left list dragged into the slots on the right. The "Business Reports" slot contains two reports: "Top 10 merchants with highest percentage of fraud cases" and "Total customer inquiry cases per state per product line". The "Process Reports" slot contains two reports: "The number of customer support request cases created per week" and "Average duration and timeliness per assignment". A watermark "freepdfdumps.com" is visible across the interface.



### NEW QUESTION: 91

When implementing a business process as a Pega case type, which of the following would indicate a boundary between case stages?

Response:

- A. The case has been resolved
- B. The case reaches a specific milestone
- C. The case changes ownership
- D. A subcase needs to be created

Answer: ([SHOW ANSWER](#))

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### NEW QUESTION: 92

In Designer Studio, the Application Explorer displays \_\_\_\_\_.

Response:

- A. the data structure only
- B. all the rules used by all applications
- C. the class structure only
- D. the class tree and rules organized by the classes they apply to

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 93**

Which of the following shapes could be used to send a notification to a user?  
(Choose two.)



Response:

- A. Shape A
- B. Shape B
- C. Shape C
- D. Shape D

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 94**

When completing a new rule for, the "Apply To" field represents what?

- A. The rules context, or scope, for the purpose of inheritance
- B. The other rules the new rule will apply to
- C. The version of the rule
- D. The ruleset the rule applies to

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

**NEW QUESTION: 95**

How does assignment routing improve efficiency ?

- A. By assigning work to the party in the appropriate time zone
- B. By assigning work to the currently available party
- C. By assigning work to the most senior party in a work group
- D. By assigning work to the most appropriate parties

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

**NEW QUESTION: 96**

The primary purpose of a service level is to \_\_\_\_\_.

Response:

- A. help ensure timely completion of assignments
- B. assign cases to the appropriate case worker
- C. track assignment status over time
- D. generate service level reports

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

**NEW QUESTION: 97**

pyWorkPage stores which type of information?

Response:

- A. Information about the Pega server.
- B. Data cached from an outside system.
- C. Information about a case.
- D. Information about the current operator.

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

**NEW QUESTION: 98**

Your organization has a standard loan request report that contains columns for loan ID, loan officer, work status, and a loan creation date. A manager requests a report that includes only loans created in the previous quarter and do not have a status of New.

How would you configure the report filter to support this requirement?

Response:

- A. Create two conditions: Work Status does not equal New. AND Creation Date is equal to Previous Quarter.
- B. Create two conditions: Work Status does not equal New. AND Creation Date is less than current quarter.
- C. Create one condition: Work status does not equal New where Creation Date is equal to Previous Quarter.
- D. Create two conditions: Work Condition equals New OR Creation Date does not equal Previous Quarter.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 99**

You are designing a travel plan application. A hotel booking step displays a form in which users select a hotel and enter their check-in and check-out dates. The application calculates and then displays the cost for the hotel at an extra cost. The application totals the cost for any selected options and adds that amount to the total room cost to equal the grand total, which is displayed in a field. Which two of the following properties would you use as the target properties ? (Choose two)

- A. Number of days at the hotel
- B. Total cost of options
- C. Total cost for the hotel room
- D. Price of each option

Answer: B,C ([LEAVE A REPLY](#))

**NEW QUESTION: 100**

Which of the following two sets represent action sets (event>action) in Pega Platform ? (Choose Two)

- A. Open mobile app > Focus
- B. Pun data transform > Enter
- C. Double-click > Scan barcode / QR code
- D. Tab key > Add new work

Answer: ([SHOW ANSWER](#))

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