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QUESTION 1

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Send a notification to the assigned user.
- B. Add an instruction to the assignment.
- C. Add an optional action to the case to explain the task.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: B

QUESTION 2

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

- A. Add a Send Email step as an optional action.
- B. Add a Send Email step and include all required parties.
- C. Route the email to all the recipients in a Collect Information step.
- D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 3

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open accounts, the Date account opened must be before the current date. Select the approach that meets the validation requirements.

- A. Use a validate rule to verify the Date account opened is in the past.
- B. Use a calendar control to verify the Date account opened is in the past.
- C. Use a pick list to verify the Date account opened is in the past.
- D. Use a when rule to verify the Date account opened is in the past.

Correct Answer: D

QUESTION 4

Consider the following scenario:



A customer files a fraud complaint. The complaint is investigated by a customer service agent.

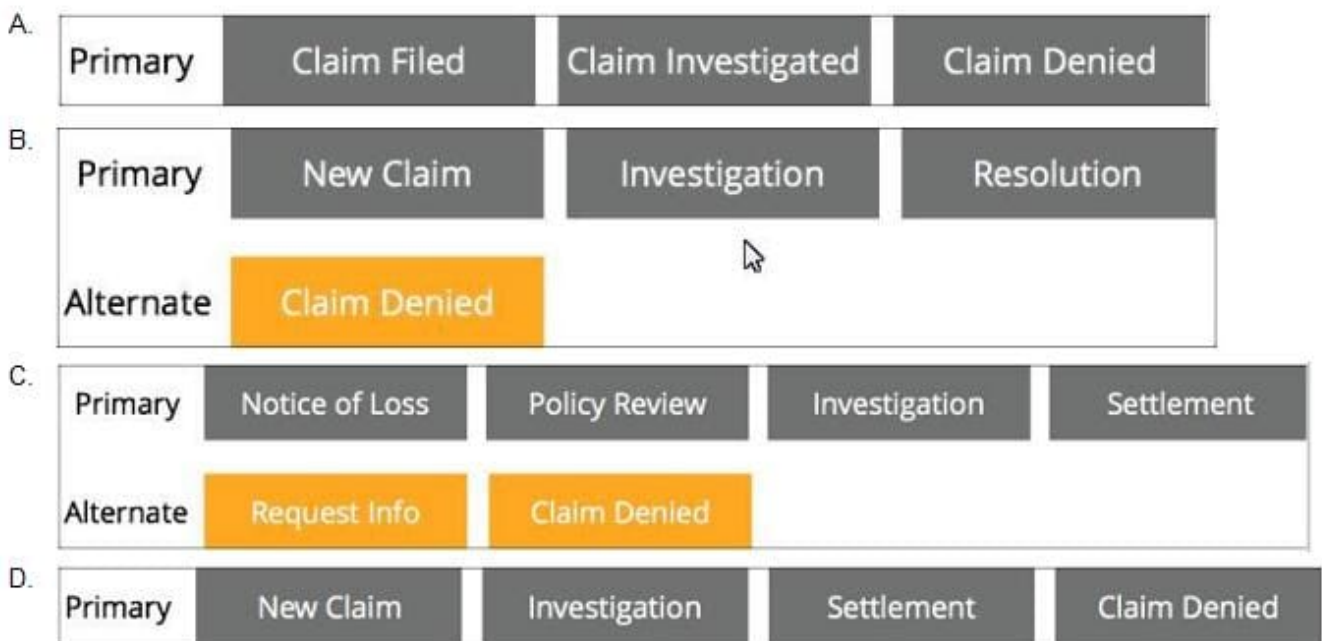
The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

If the fraud claim is rejected, the customer is notified and given 15 days to respond.

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



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: B

QUESTION 5

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

A. Changing business conditions require that the rule be managed without IT intervention.

B. Ownership of changes to delegated rules changes from work group to work group.



C. Frequent changes are needed to continuously redefine the user experience.

D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: B

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