



# PEGACPBA73V1<sup>Q&As</sup>

Certified Pega Business Architect (CPBA) 73V1

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### QUESTION 1

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

- A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.
- B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.
- C. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis.
- D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: B

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### QUESTION 2

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 satisfied the user story.

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

Correct Answer: C

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### QUESTION 3

How do you adjust the urgency of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency adjustment to the goal interval.
- B. Apply an urgency adjustment to the deadline interval.
- C. Adjust the default assignment urgency.
- D. Add an escalation action to the interval.

Correct Answer: B

Reference <https://community1.pega.com/community/pega-academy/question/using-slas-?urgency-assignments-0>



#### QUESTION 4

A home loan application requires approvals from the Legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

- A. Create an approval step with cascading approval.
- B. Apply business logic to route a single assignment in the correct order.
- C. Route an assignment to a work queue where both roles have access.
- D. Create an approval process for each manager in parallel.

Correct Answer: A

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#### QUESTION 5

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

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

Correct Answer: D

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