PEGACPBA74V1^{Q&As}

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QUESTION 1

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)

A. Schedule Interview

B. Notify Candidate

C. Ask Questions

D. Technical Exercise

Correct Answer: AB

QUESTION 2

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?

A. Add an Item Retention alternate stage and define a process for retention of item.

B. Add a decision in the Item Return process to change the stage when a return is not necessary.

C. Add a condition to skip the Item Return stage when a return is not necessary.

D. Replace the Wait step in the Item Return stage with a Change Stage step.

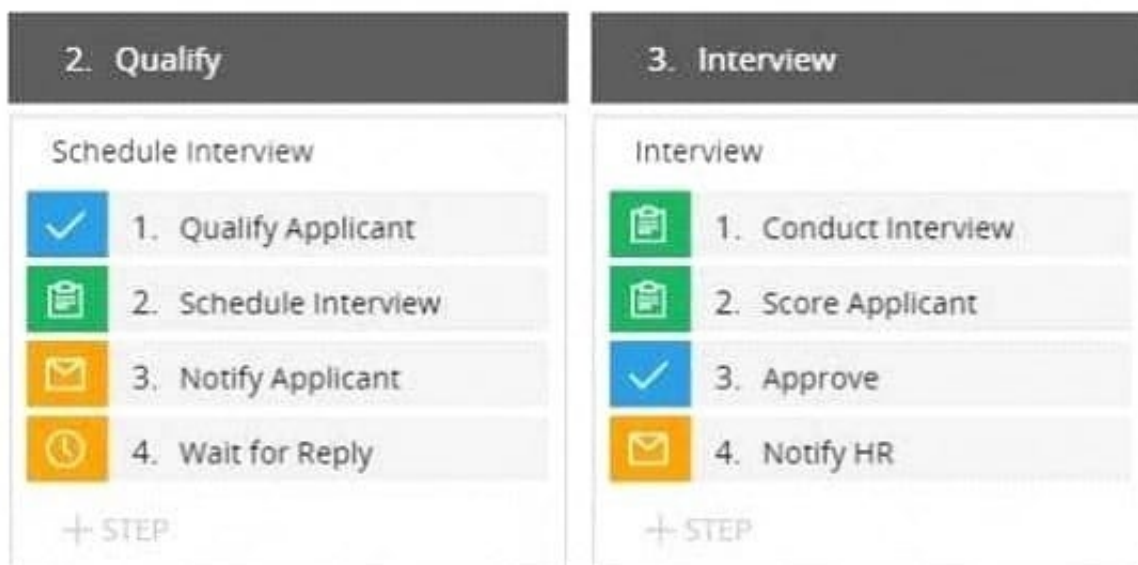Correct Answer: C

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. Urgency value remains at 100, but other service level processing continues.

C. Urgency value continues to increment as configured.

D. Service level processing is halted until the assignment is completed.

Correct Answer: B

QUESTION 4

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.

To meet this requirement, you apply a goal and deadline to the _____.

A. Case type

B. Schedule Interview process

C. Interview stage

D. Schedule Interview step

Correct Answer: D

QUESTION 5

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

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

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

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

Correct Answer: BC

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