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QUESTION 1

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 2

In a purchase order case the vendor assigned might not respond to a customer's query in the desired amount of time required by policy. The vendor must respond within the time required according to policy. Both the vendor and customer should be notified at each milestone. To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- C. Set the deadline to be the required response time based on policy and send notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: CD

QUESTION 3

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the _____ in the service level to 5 days.

- A. goal
- B. passed deadline



C. deadline

D. urgency

Correct Answer: C

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.

Primary	Claim Filed	Claim Investigated	Claim Denied
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- B.

Primary	New Claim	Investigation	Resolution
Alternate	Claim Denied		
- A. B.
- C.

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		
- D.

Primary	New Claim	Investigation	Settlement	Claim Denied
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C. D.

Correct Answer: B



QUESTION 5

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. A



B



D



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A