PEGACPBA74V1^{Q&As}

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QUESTION 1

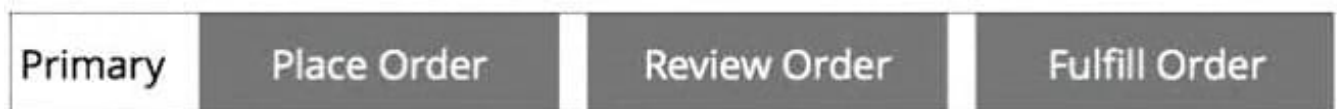Consider this requirement for a business transaction:

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. A

Primary	New	Review	Fulfillment
Alternate	Rejected		

B

Primary	Order Placed	Order Reviewed	Order Fulfilled
	Order Rejected		

Primary	Place Order	Review Order	Fulfill Order

D

Primary	Place Order	Review Order	Fulfill Order	Reject Order

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 2

DRAG DROP

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

Select and Place:

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

Correct Answer:

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

QUESTION 3

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: A

QUESTION 4

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 5

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

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