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QUESTION 1

Business rules that determine if a customer is eligible for a particular proposition are also known as _____.

- A. Contact rules
- B. Hard rules
- C. Soft rules
- D. Marketing rules

Correct Answer: A

Reference: <https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf>

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QUESTION 2

What is the difference between predictive and adaptive analytics?

- A. Predictive models can predict a continuous value.
- B. Predictive models predict customer behavior.
- C. Adaptive models use the customer data as predictors.
- D. Predictive models have evidence.

Correct Answer: C

Reference: <https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf>

QUESTION 3

To which types of decisions can Decision Management be applied?

- A. Determining the cause of a customer's problem
- B. Determining why response rates for a campaign in one region are below average
- C. Determining how to retain a customer and what budget we should spend
- D. Determining how to optimize the product portfolio to increase market share

Correct Answer: B

QUESTION 4



One of the purposes of the Interaction History decision component is to _____.

- A. capture all interactions with the customer
- B. verify if a customer is eligible for an offer
- C. determine if a proposition has been offered before
- D. retrieve all proposition properties

Correct Answer: C

Reference: <https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf>

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QUESTION 5

What are the most important aspects taken into consideration when determining the Next-Best-Action?

- A. Product discounts and business profitability
- B. Network bandwidth and call duration
- C. Market trends and customer satisfaction
- D. Business objectives and customer needs

Correct Answer: D

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