



# PEGAPCBA84V1<sup>Q&As</sup>

Pega Certified Business Architect (PCBA) 84V1

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### QUESTION 1

A retail company wants to provide a tracking tool for customers to enter their order number and see the order status, package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?

- A. A view that presents the order status and delivery date details
- B. A view where the customer can enter their order number
- C. A view that presents the order status, delivery date details, and a map with the path the package has traveled
- D. A view that updates with order status and delivery date details when the customer enters the order number

Correct Answer: D

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### QUESTION 2

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee.

To meet this requirement, you design a case with a\_\_\_\_\_.

- A. change stage step to allow the employee to route to the manager
- B. step that routes to the manager
- C. process that routes to the manager
- D. stage to route requests to the manager

Correct Answer: B

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### QUESTION 3

Select the use case that requires an integration by using robotic process automation (RPA).

- A. An online ordering application submits credit card information to a payment processor through a web service.
- B. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- C. A drug trial management application submits trial data to a protected system through a secure connection.
- D. A service management application lists paint options sourced from a Pega Platform data object.

Correct Answer: A

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#### QUESTION 4

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Configure the case type to create temporary cases.
- B. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.

Correct Answer: BD

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#### QUESTION 5

You are defining a view for a loan application. If the loan applicant indicates that there is an existing open account, the Date account opened must be before the current date.

How do you configure the case type to verify that the value of Date account opened is in the past?

- A. Use a calendar control.
- B. Use a pick list control.
- C. Use a validation condition.
- D. Use a when condition.

Correct Answer: C

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