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Pega Certified Senior System Architect (PCSSA) 80V1





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QUESTION 1

Your team is building an application for a contact center that handles a variety of customer requests. Business policies require that each customer interaction be conducted with the most appropriate next available Customer Service Representative (CSR). What is the best way to implement this requirement?

- A. Use a ToLeveledGroup router and Pega's Get Next Work functionality
- B. Use a ToWorkbasket router and Pega's Get Next Work functionality
- C. Use a ToWorklist router and Pega's Get Next Work functionality
- D. Use a ToWorkGroup router and Pega's Get Next Work functionality

Correct Answer: B

QUESTION 2

What advantage does skimming provide over lock and roll as a versioning option?

- A. Skimming carries blocked rules forward. Lock and roll does not carry blocked rules forward.
- B. Skimming is most efficient for major and minor updates. Lock and roll is most useful for patches.
- C. Skimming saves checked out rules. Lock and roll does not save checked out rules.
- D. Pega provides a skimming wizard but not a lock and roll wizard.

Correct Answer: B

QUESTION 3

Which two types of records does the External Database Table Class Mapping wizard create? (Choose Two)

- A. The Database data instance
- B. The Property rules used to map to the table columns
- C. The Database Table data instance
- D. The Connect SQL rule used to retrieve the data

Correct Answer: BC

QUESTION 4

You want to allow users to use an application on a mobile device, even if the device is not connected to a network. Which configuration option supports this requirement?



- A. Simulate external data sources when the application is offline.
- B. Source repeating layouts using report definitions.
- C. Configure UI elements to use native controls on mobile devices.
- D. Source drop-down lists using data pages.

Correct Answer: D

Reference: <https://community.pega.com/knowledgebase/articles/pega-mobile/using-data-pages-parameters-offline-enabled-application>

QUESTION 5

An organization uses a common process to address account inquiries from customers. Each division maintains its own workbaskets for processing account inquiries.

Select the configuration that standardizes the process while ensuring that users in each division only see assignments appropriate to their division.

- A. Use a skill-based router to route assignments to users in the appropriate division.
- B. Circumstance the flow based on the operator division to route assignments.
- C. Use a load-balanced router to route assignments to the appropriate division.
- D. Pass the workbasket name as a property reference using values on a data page.

Correct Answer: A

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