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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 does the orange triangle in this screen indicate?

External Data Entities

DATA TYPE	SOURCE SYSTEMS
✓ Customer 1 data page	● Customer SOR
	● Customer SOR
	DATA PAGE Customer
	SOURCED BY ● GetCustomerData
✓ Exchange rate 1 data page	▲ ExchangeRates
	▲ ExchangeRates
	DATA PAGE Exchange rate list
	SOURCED BY ▲ SimulateGetExchangeRates



- A. The service returned an error
- B. The data page\\'s connector is not properly configured
- C. The data page source system is simulated
- D. The service could not be reached

Correct Answer: C

QUESTION 3

What is the purpose of the Enterprise Class Structure (ECS)

- A. ECS is used to alter the performance of the Pega Platform.
- B. ECS documents industry or enterprise standards that plications must contain.
- C. ECS references single-value properties and complex properties
- D. ECS provides a structure supporting rule reuse.

Correct Answer: D

QUESTION 4

Which two design configurations limit the need for horizontal scrolling when an application is used on a mobile device?
(Choose two.)

- A. Hide noncritical columns.
- B. Use grid layouts rather than repeating dynamic layouts to display tabular data.
- C. Configure UI controls to use native controls on mobile devices.
- D. Set the width for layouts in percentages.

Correct Answer: AD

Reference: <https://community.pega.com/support/support-articles/horizontal-scroll-bars- mobile-devices>

QUESTION 5

Based on the information in the chart. If you execute the rule when .Dept=Accounting, which version does Pega use?



Rule Ver.	Circumstance
01-01-01	None
01-01-01	.Dept=Accounting
01-01-15	None
01-01-25	None, Base rule selected
01-01-30	.Dept=Accounting
01-01-35	None

- A. 01-01-01, None
- B. 01-01-01
- C. 01-01-25
- D. 01-01-30, .Dept=Accounting

Correct Answer: D

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