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QUESTION 1

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

A. Use the purchase requests column to group the cost centers.

B. Filter the results so that only cost center and purchase requests are included in the report.

C. Summarize the regional cost centers by count.

D. Summarize the purchase request column by count.

Correct Answer: D

QUESTION 2

How do you adjust the urgency of an aging assignment to increase the likelihood that the assignment is completed before the deadline?
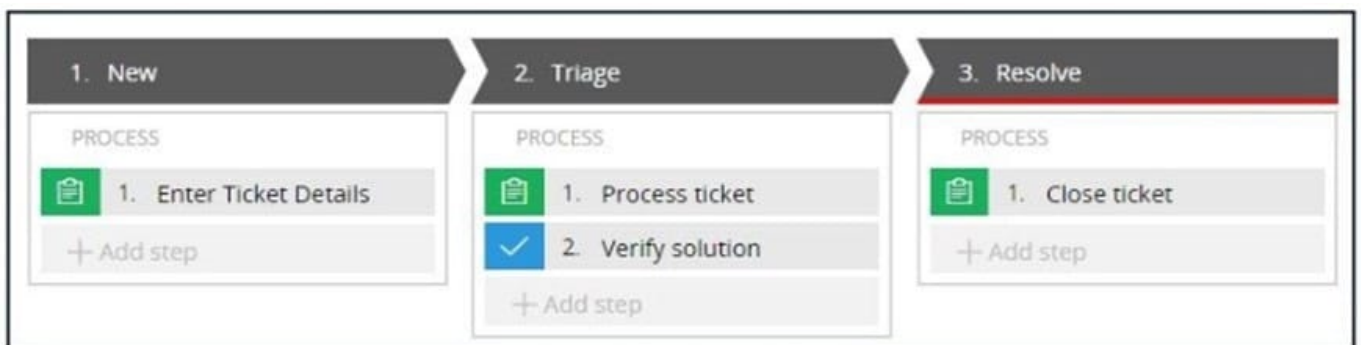
A. Apply an urgency adjustment to the goal interval.

B. Apply an urgency adjustment to the deadline interval.

C. Adjust the default assignment urgency.

D. Add an escalation action to the interval.

Correct Answer: B

Reference https://community1.pega.com/community/pega-academy/question/using-slas-?urgency-assignments-0

QUESTION 3

A help desk ticket case type is defined as follows:

If the Process ticket step is configured to set the status to Pending-Verification, when the status of the case set to Pending-Verification?

A. When Verify solution step starts.

B. When Process ticket solution step starts.

C. When Process ticket solution step completes.

D. When Triage stage completes.

Correct Answer: B

QUESTION 4

Consider the following user story:

As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

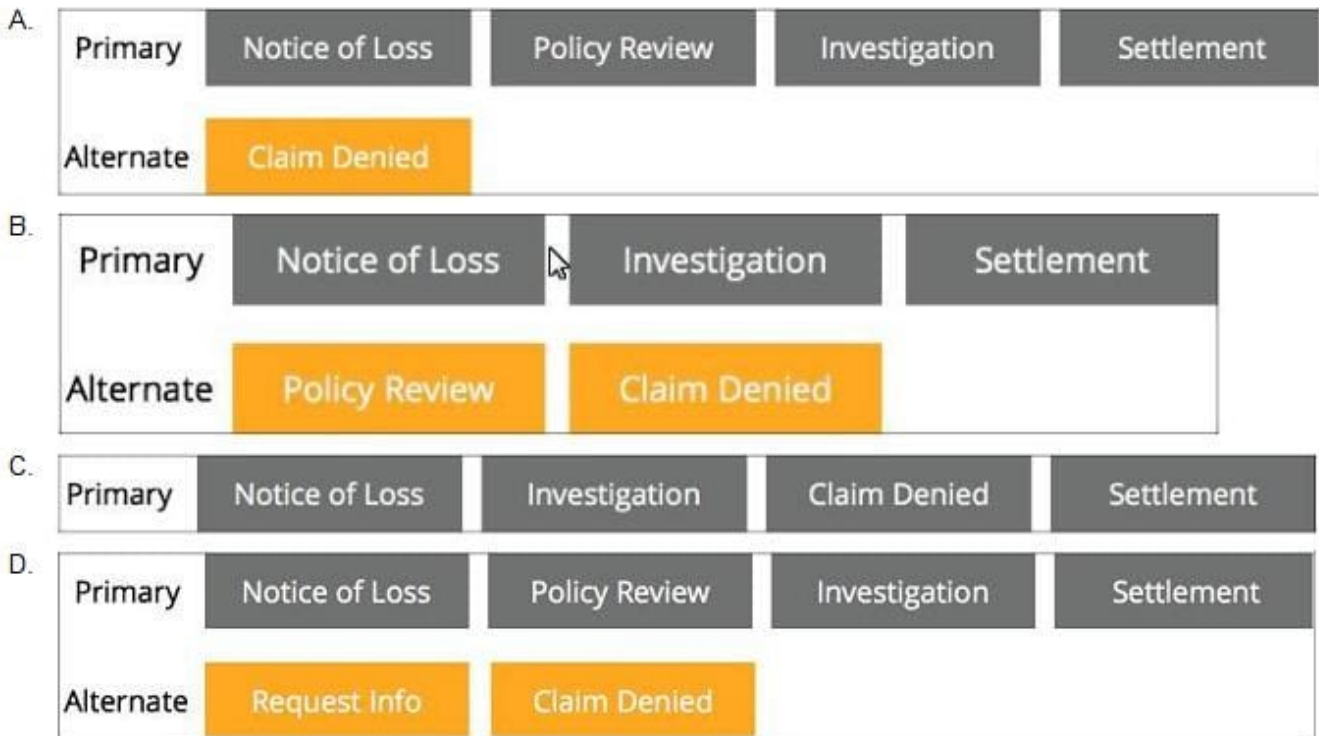Which two questions help you define the fields for the user view? (Choose two.)

A. Will field information about the temporary member be stored in an external database?

B. What fields does the account owner need to see to be able to add a temporary member?

C. How do the fields for the temporary member need to be displayed?

D. Do the fields about the temporary member need to be displayed in multiple languages?

Correct Answer: BC

QUESTION 5

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

QUESTION 6

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose two.)

A. Coding

B. Testing

C. Accuracy

D. Speed

Correct Answer: BC

QUESTION 7

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. process that routes to the manager.

B. step that routes to the manager.

C. change stage step to allow the employee to route to the manager.

D. stage to route requests to the manager.

Correct Answer: A

QUESTION 8

How do you provide users with guidance for completing a form and avoid the need for application training?

A. Send a notification to the assigned user.

B. Add an instruction to the assignment.

C. Add an optional action to the case to explain the task.

D. Add the corresponding step to an appropriate stage.

Correct Answer: B

QUESTION 9

A home loan application requires approvals from the Legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

A. Create an approval step with cascading approval.

B. Apply business logic to route a single assignment in the correct order.

C. Route an assignment to a work queue where both roles have access.

D. Create an approval process for each manager in parallel.

Correct Answer: A

QUESTION 10

You configure a service level to adjust assignment urgency to 100 when the global interval lapses. How does the assignment urgency impact the deadline and passed deadline intervals?

A. Service level processing is halted until the assignment is completed.

B. Urgency value remains at 100, but other service level processing continues.

C. The user is notified that the maximum urgency has been reached.

D. Urgency value continues to increment as configured.

Correct Answer: B

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