PEGACPBA74V1 Q&As

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QUESTION 1

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

A. Content of an entail confirming a customer submission

B. Business policies controlled by regularity compliance

C. Password validation standards

D. The service level on expense reports

Correct Answer: AB

QUESTION 2

You are assigned to a pega implementation project as a pega business architect.

Which task are you expected to perform?

A. Organize the project Kickoff meeting.

B. Help to refine ahead of a sprint.

C. Identify the initial of case types.

D. Identify the scope of the initial release.

Correct Answer: B

QUESTION 3

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the ____________ in the service level to 5 days.

A. goal

B. passed deadline

C. deadline

D. urgency

Correct Answer: C

QUESTION 4

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?

A. Add an Item Retention alternate stage and define a process for retention of item.

B. Add a decision in the Item Return process to change the stage when a return is not necessary.

C. Add a condition to skip the Item Return stage when a return is not necessary.

D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 5

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open account, the Date account opened must be before the current date. Select the approach that meets the validation requirements.

A. Use a validate rule to verify the Date account opened is in the past.

B. Use a calendar control to verify the Date account opened is in the past.

C. Use a pick list control to verify the Date account opened is in the past.

D. Use a when rule to verify the Date account opened is in the past.

Correct Answer: A

QUESTION 6

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

A vice president must approve all expense reports over 2500 USD.

An agent who speaks Russian must work on the case.

Accounts Receivable must audit incoming billing requests.

A series of data collection screens mus be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.

QUESTION 7

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

A. Add a Send Email step as an optional action.

B. Add a Send Email step and include all required parties.

C. Route the email to all the recipients in a Collect Information step.

D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 8

A life insurance company has satellite offices in various countries. Each satellite office has its own work queue. Company policy requires that life insurance underwriting is assigned to offices based on the residence of the policy owner. Which routing approach supports this requirement?

A. Route the assignment to the correct work queue using skill-based routing.

B. Route the assignment to a specific underwriter based on business logic.

C. Route the assignment to the correct work queue using an authority matrix.

D. Route the assignment to the correct work queue based on business logic.

Correct Answer: D

QUESTION 9

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 10

A Customer applies for a credit card. In order (or the credit card to be approved, the credit card consultant must receive the results of a credit check. How do you configure the case types to reflect their relationship?

A. Make credit card request a child case of credit check.

B. Make credit check a child case of credit card request.

C. Make both loan request and credit check top cases.

D. Make credit check a spin-off case of credit card request.

Correct Answer: B