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QUESTION 1

What is the key characteristic that Next-Best-Action must consider to satisfy customer needs?

- A. Service
- B. Consistency
- C. Mobility
- D. Sociability
- Correct Answer: B

QUESTION 2

Proactive retention is applicable when a customer is _____

- A. initiating contact to churn
- B. in a collections process
- C. likely to churn
- D. a high value customer
- Correct Answer: C

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 3

The mapping of the input fields of a third-party predictive model is done in the ______.

- A. Predictive Model decision component
- B. Predictive Model rule
- C. Predictive Analytics Director portal
- D. Customer class definition
- Correct Answer: B

 $Reference: \ https://community.pega.com/sites/default/files/help_v731/rule-/rule-decision-/rule-decisionpredictivemodel/input mapping.htm$



QUESTION 4

Which value is output by an Adaptive Model?

- A. Score
- B. Performance
- C. Behavior
- D. Lift

Correct Answer: B

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 5

For an Adaptive Model to react quickly to changes in customer behavior, the ______.

- A. performance threshold should be set to a low number
- B. model must always evaluate all customer responses
- C. strategy must include the calculation for smooth propensity
- D. value of the memory setting should be set to a low number

Correct Answer: A

QUESTION 6

The Prioritize component sorts offers in _____.

- A. descending order only
- B. ascending or descending order
- C. random order
- D. ascending order only

Correct Answer: C

QUESTION 7

To define the relationship between Customer and Product Usage, you must create the Product Usage property in the



- A. Product class
- B. Strategy Result class
- C. Customer class
- D. Product Usage class
- Correct Answer: D

QUESTION 8

Which function is available when configuring the Group By component?

- A. Multiply
- B. True if Some
- C. Divide
- D. Average
- Correct Answer: D

Reference: https://community.pega.com/sites/default/files/help_v719/rule-/rule-decision-/rule-decisionstrategy/components/aggregation.htm

QUESTION 9

When building a predictive model, the use of testing and validation samples _____

- A. increases the accuracy of models
- B. enables model validation in strategies
- C. is mandatory for segmentation
- D. validates the quality of input data
- Correct Answer: D

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 10

To extend a Customer data model with Product Holdings data, we need a ______.

A. Data Join



- B. Data Import
- C. Compose
- D. Join
- Correct Answer: A

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 11

Which decision component enables you to use a PMML model?

- A. Predictive Model
- B. PMML Model
- C. Third-party Model
- D. Adaptive Model
- Correct Answer: A

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

QUESTION 12

- Predictive Analytics is a _____.
- A. real time predictive dashboard
- B. method of visualizing our data
- C. science concerned with finding repeatable patterns in data
- D. query, reporting and a search tool
- Correct Answer: C

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 13

The point at which smooth propensity and actual propensity converge is when ______.

A. actual evidence is greater than starting evidence



- B. starting evidence is greater than actual evidence
- C. starting propensity is greater than actual propensity
- D. actual propensity is greater than starting propensity
- Correct Answer: A

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 14

To use Product Holdings information in your strategy, which of the following components do you use?

- A. Data Import
- **B.** Decision Parameters
- C. Product Holdings
- D. Property Set
- Correct Answer: A

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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QUESTION 15

When building a predictive model, the Data Analysis stage is where you ______.

A. create data samples

- B. select the input data
- C. group predictors
- D. determine the output field
- Correct Answer: C

Reference: https://pegasystems2.https.internapcdn.net/pegasystems2/marketing/C-762-StudentGuide.pdf

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