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QUESTION 1

Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.

Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

- A. Configure the request type as a weighted condition.
- B. Configure a time period for the request date as a weighted condition.
- C. Configure the apartment address as a weighted condition.
- D. Configure the apartment address as a basic condition.
- E. Configure the tenant name as a basic condition.

Correct Answer: ACE

QUESTION 2

You need to send an email to customers who are approved for a mortgage. The system automatically sends a preliminary approval to customers by email. How do you configure the case to achieve this behavior?

- A. Enable email notifications on the case type.
- B. Enable email notifications on the case type, and then add a Send Email step to the case life cycle after the Approval step.
- C. Add a Send Email step to the case life cycle after the Approval step.
- D. Configure a Collect Information step with read-only information, and then route the step to the customer.

Correct Answer: A

QUESTION 3

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

- A. deadline
- B. priority
- C. urgency
- D. goal

Correct Answer: A



QUESTION 4

DRAG DROP

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing. Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Select and Place:

Description	Answer Area	Three Pillars Element
Mobile		Microjourney
Check clearinghouse		Persona
A customer can deposit checks through their mobile phone		Channel
Customer		Data
Payer account number		Interface

Correct Answer:

Description	Answer Area	Three Pillars Element
		Microjourney
	Check clearinghouse	Persona
	Customer	Channel
	A customer can deposit checks through their mobile phone	Data
	Mobile	Interface
	Payer account number	

QUESTION 5

Which two situations require a data type? (Choose Two)

A. A Currency drop-down is populated with values from an external system of record.



- B. Patient medical history is accessed from and written to an external system of record.
- C. A Work preference picklist is populated with two values: Full time and Part time.
- D. A Date of account creation field is set to a default value of the current date.

Correct Answer: AC

QUESTION 6

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AD

QUESTION 7

DRAG DROP

From the left, drag each report into the corresponding report type on the right.

Select and Place:

The screenshot shows a drag-and-drop interface. On the left, there are four report descriptions in a list:

- The number of customer support request cases created per week
- Average duration and timeliness per assignment
- Top 10 merchants with highest percentage of fraud cases
- Total customer inquiry cases per state per product line

In the center, there is a vertical line labeled "Answer Area".

On the right, there are two categories of reports, each with a dashed box for dropping items:

- Business Reports
- Process Reports

Correct Answer:



	Answer Area
	Business Reports
	Top 10 merchants with highest percentage of fraud cases
	Total customer inquiry cases per state per product line
	Process Reports
	The number of customer support request cases created per week
	Average duration and timeliness per assignment

QUESTION 8

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:

Description	Answer Area
A collection of related values that makes up a single employee record	<u>Description</u>
A collection of applicable discount codes	<u>Field Type</u>
A collection of shipping addresses associated with a customer account	Picklist
	Field group
	Field group list

Correct Answer:



Description	Answer Area	Description	Field Type
		A collection of related values that makes up a single employee record	Picklist
		A collection of applicable discount codes	Field group
		A collection of shipping addresses associated with a customer account	Field group list

QUESTION 9

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

- A.

Primary	New Claim	Investigation	Resolution
Alternate	Claim Denied		
- B.

Primary	Claim Filed	Claim Investigated	Claim Denied
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- C.

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		
- D.

Primary	New Claim	Investigation	Settlement	Claim Denied
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A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C



QUESTION 10

Select the use case that requires an integration by using robotic process automation (RPA).

- A. An online ordering application submits credit card information to a payment processor through a web service.
- B. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- C. A drug trial management application submits trial data to a protected system through a secure connection.
- D. A service management application lists paint options sourced from a Pega Platform data object.

Correct Answer: A

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