

# PEGAPCBA84V1<sup>Q&As</sup>

Pega Certified Business Architect (PCBA) 84V1

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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

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# **QUESTION 4**

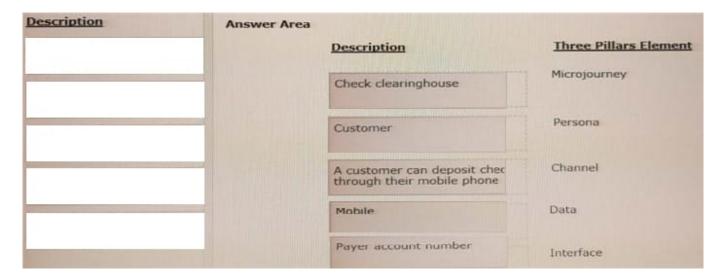
# **DRAG DROP**

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

# Correct Answer:



# **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.

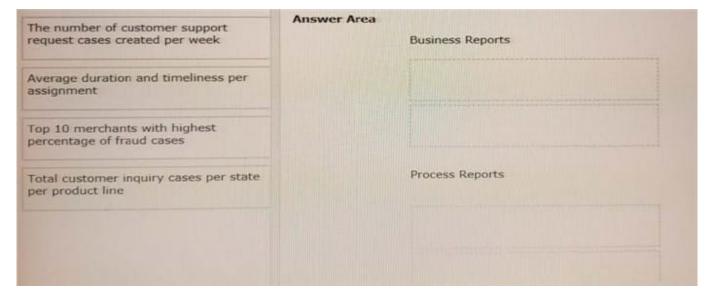
Correct Answer: AD

## **QUESTION 7**

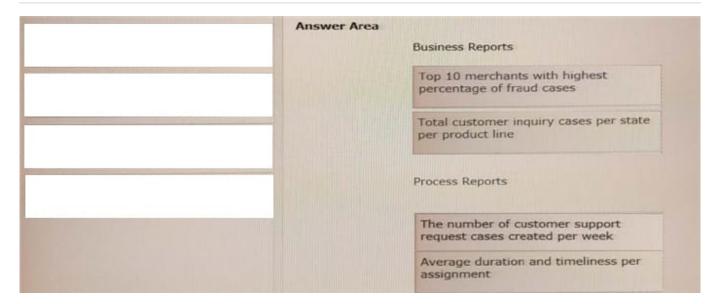
# DRAG DROP

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

Select and Place:



Correct Answer:

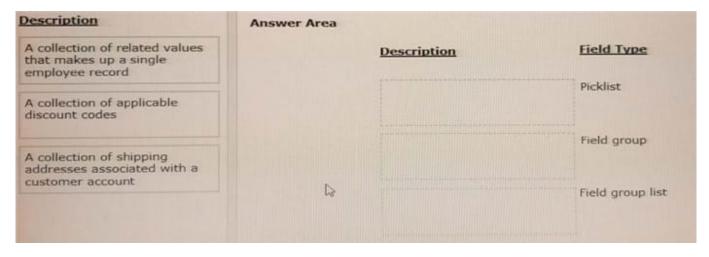


## **QUESTION 8**

#### DRAG DROP

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

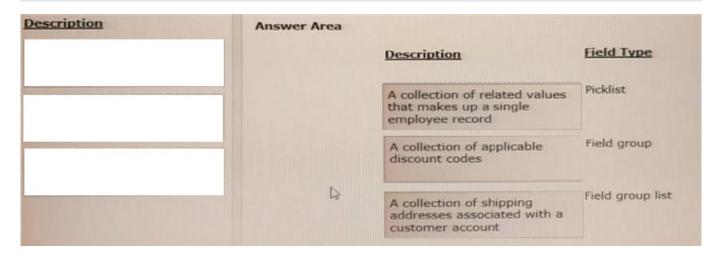
Select and Place:



Correct Answer:

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#### **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. 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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