

# PEGACPBA73V1<sup>Q&As</sup>

Certified Pega Business Architect (CPBA) 73V1

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**QUESTION 1**

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

- A. Summarize the manager name column.
- B. Group the manager name column.
- C. Group the case ID column.
- D. Summarize the case ID column.

Correct Answer: D

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**QUESTION 2**

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfied the user story.

- A. Add a stage-only action to each stage in the case life cycle.
- B. Configure the Cancel button on the user views to resolve the case.
- C. Add a case wide action to the case life cycle.
- D. Add an alternate stage to the case life cycle.

Correct Answer: C

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**QUESTION 3**

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

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## QUESTION 4

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>

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## QUESTION 5

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited. How can the business stakeholder communicate this problem to the development team using Agile Workbench?

- A. Create a comment
- B. Create a bug
- C. Create a note
- D. Create a story

Correct Answer: C

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