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QUESTION 1

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

QUESTION 2

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route the request to a manager who assigns the agent.
- B. Route requests to a skilled work group.
- C. Route to a skilled member of a workgroup.
- D. Route to a work group based on the location.

Correct Answer: B

QUESTION 3

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

- A. Is any special correspondence needed?
- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: C

QUESTION 4

Consider the following scenario:

During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

Next, an email invitation is sent to the candidate.

During the interview, the hiring manager captures notes from the discussion.

Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose two.)

- A. Schedule Interview
- B. Notify Candidate
- C. Ask Questions
- D. Technical Exercise

Correct Answer: BC

QUESTION 5

You are assigned to a Pega implementation project as a Pega business architect. Which task are you expected to perform?

- A. Identify the initial backlog of case types.
- B. Identify the scope of the initial release.
- C. Help to groom user stories ahead of a sprint.
- D. Organize the Project Kickoff meeting.

Correct Answer: B

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