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QUESTION 1

How do you route an assignment so that any available member of the department can perform the task?

A. Route the assignment to a work queue.

B. Route the assignment to the admin user ID.

C. Route the assignment separately to all members.

D. Route the assignment to a work list.

Correct Answer: D

Reference https://community.pega.com/knowledgebase/articles/routing-assignment

QUESTION 2

A customer applies for a credit card. In order for the credit card to be approved, the credit card consultant must receive the results of a credit check.

How do you configure the case types to reflect their relationship?

A. Make credit card request a child case of credit check.

B. Make credit check a child case of credit card request.

C. Make both loan request and credit check top cases.

D. Make credit check a spin-off case of credit card request.

Correct Answer: B

QUESTION 3

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose two.)

A. Coding

B. Testing

C. Accuracy

D. Speed

Correct Answer: BC

QUESTION 4

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

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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