

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

Certified Pega Business Architect (CPBA) 73V1

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**QUESTION 1**

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.
- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Create a child case for service animal accommodation to automatically resolve unless the passenger required the accommodation.

Correct Answer: A

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**QUESTION 2**

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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**QUESTION 3**

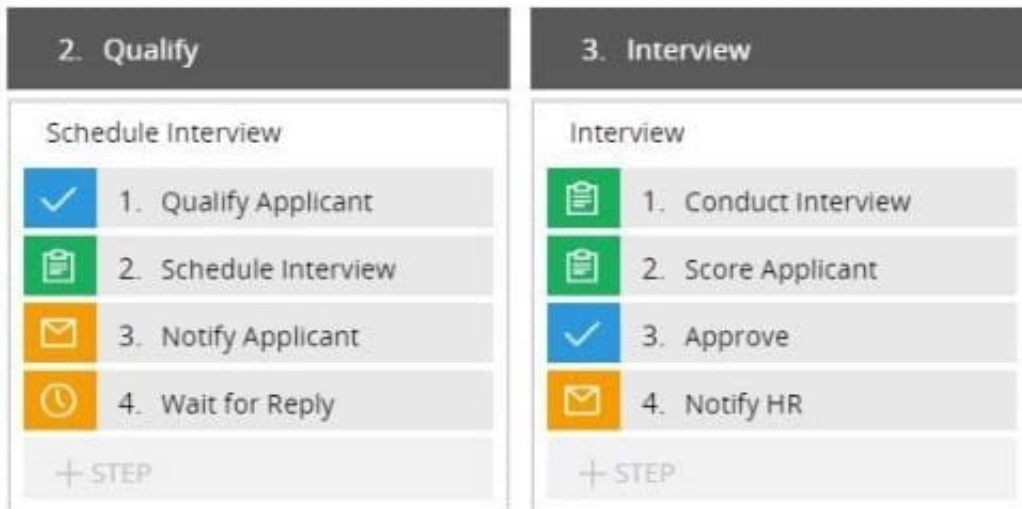
How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Send a notification to the assigned user.
- B. Add an instruction to the assignment.
- C. Add an optional action to the case to explain the task.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: B

**QUESTION 4**

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.



To meet this requirement, you apply a goal and deadline to the \_\_\_\_\_.

- A. Case type
- B. Schedule Interview process
- C. Interview stage
- D. Schedule Interview step

Correct Answer: D

**QUESTION 5**

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

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