PEGACPBA74V1^{Q&As}

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QUESTION 1

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.

B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.

C. Delegte a business rule so representaives can customize the email content as needed on a case- by-case basis.

D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: A

QUESTION 2

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for 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 work group.

D. Route to a work group based on the location.

Correct Answer: B

QUESTION 3

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline and passed intervals?

A. The user is notified that the maximum urgency value has been reached.

B. Urgency value remains at 100, but other service level processing continues.

C. Urgency value continues to increment as configured.

D. Service level processing is halted until the assignment is completed.

Correct Answer: B

QUESTION 4

An applicant submits a loan request. The system validates information on the loan application and calculates the credit score of the applicant based on credit reports and the account history with the bank.

*If the credit score is unacceptable, the customer is notified of the result and the loan application is closed.
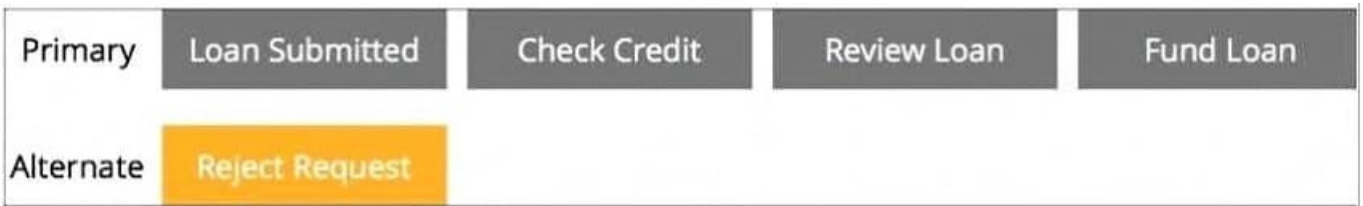
*If the credit is acceptable, the loan application is forwarded to a loan officer for review.

* If the loan officer approves the loan request, the loan application is sent to the underwriting department for processing.

*If the loan officer rejects the loan request, the customer is notified of the result and the loan application is closed.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages for the use case.
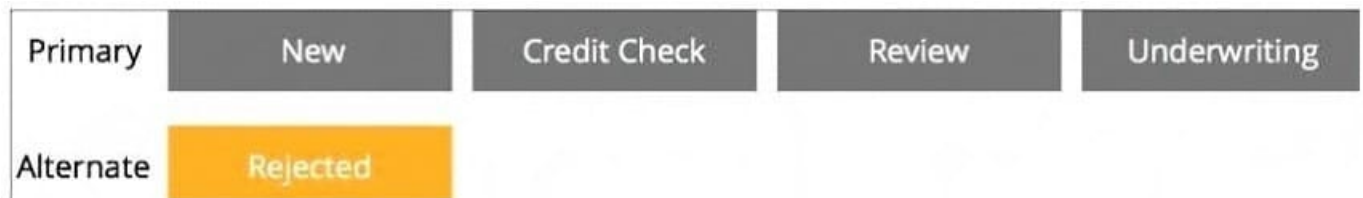
A

Primary	Loan Submitted	Check Credit	Review Loan	Fund Loan
Alternate	Reject Request			

B

Primary	New	Review	Rejected	Underwriting

Primary	Loan Requested	Loan Reviewed	Loan Rejected	Loan Funded

D

Primary	New	Credit Check	Review	Underwriting
Alternate	Rejected			

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

QUESTION 5

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment la 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 goal interval.

Correct Answer: A

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