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QUESTION 1

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 2

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. Delegate a business rule so representatives 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 3

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

- A. Speed
- B. Accuracy
- C. Testing
- D. Coding

Correct Answer: AB

QUESTION 4

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Use the purchase requests column to group the cost centers.
- B. Filter the results so that only cost center and purchase requests are included in the report.
- C. Summarize the regional cost centers by count.
- D. Summarize the purchase requests column by count.

Correct Answer: D

QUESTION 5

You are assigned to a pega implementation project as a pega business architect.

Which task are you expected to perform?

- A. Organize the project Kickoff meeting.
- B. Help to refine ahead of a sprint.
- C. Identify the initial of case types.
- D. Identify the scope of the initial release.

Correct Answer: B

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