PEGACPBA74V1^{Q&As}

Certified Pega Business Architect (CPBA) 74V1

Pass Pegasystems PEGACPBA74V1 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/pegacpba74v1.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Pegasystems Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1
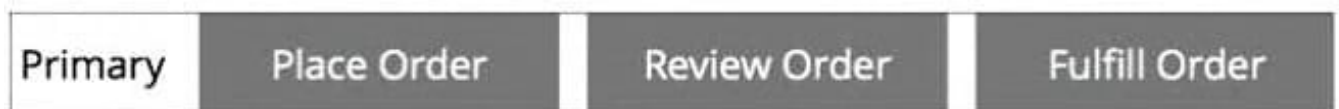
Consider this requirement for a business transaction:

An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

*If approved, the request is forwarded to the Fulfillment department. *If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

* The Fulfillment department will process the request if the requested items are in stock. Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A

B

D

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 2

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.

What is the best way to design routing so the correct interviewer is assigned the task?

A. Route the job application to a specific user using the Use business logic option.

B. Route the job application to an operator within a skilled group using the Specific user option.

C. Route the job application to a specific queue using the Use business logic option.

D. Route the job application to an appropriately skilled operator using the Specific user option.

Correct Answer: D

QUESTION 3

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case. Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

A. Add an assignment to the case life cycle.

B. Add an alternate stage to the case life cycle.

C. Add a stage with a start condition to the case workflow.

D. Add an optional action to the case workflow.

Correct Answer: D

QUESTION 4

Consider the following scenario:

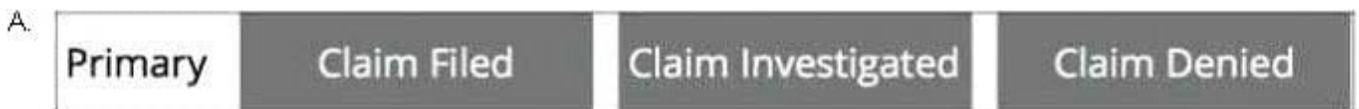A customer files a fraud complaint. The complaint is investigated by a customer service agent.

*The customer service agent may request additional information from the customer.

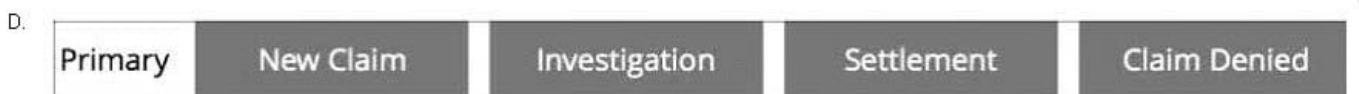* The merchant is notified and given 15 days to dispute the fraud claim.

*If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

*If the fraud claim is rejected, the customer is notified and given 15 days to respond.

Select the case life cycle design that follows the guidelines for identifying and naming stages.

A. B.

C. D.

Correct Answer: B

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