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QUESTION 1

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee.

To meet this requirement, you design a case with a_____.

A. change stage step to allow the employee to route to the manager

B. step that routes to the manager

C. process that routes to the manager

D. stage to route requests to the manager

Correct Answer: B

QUESTION 2

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 a stage with a start condition to the case workflow.

B. Add an optional action to the case workflow.

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

D. Add an assignment to the case life cycle.

Correct Answer: A

QUESTION 3

Select the use case that requires an integration by using robotic process automation (RPA).

A. An online ordering application submits credit card information to a payment processor through a web service.

B. An order management application updates a customer profile in a legacy system that lacks an exposed API.

C. A drug trial management application submits trial data to a protected system through a secure connection.

D. A service management application lists paint options sourced from a Pega Platform data object.

Correct Answer: A

QUESTION 4

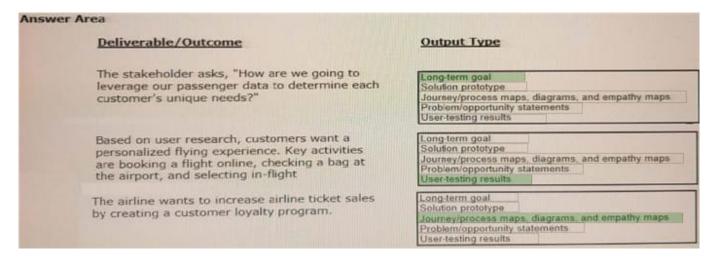HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.
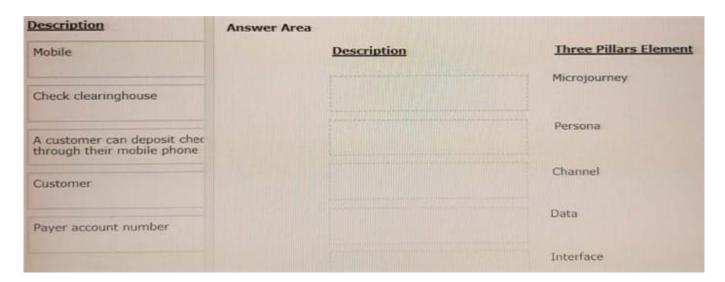
Hot Area:

Correct Answer:

QUESTION 5

DRAG DROP

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing. Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Select and Place:

Description	Answer Area	
Mobile	**Description**	**Three Pillars Element**
Check clearinghouse		Microjourney
A customer can deposit chec through their mobile phone		Persona
Customer		Channel
Payer account number		Data
		Interface

Correct Answer:

Description	Answer Area	
	Description	**Three Pillars Element**
	Check clearinghouse	Microjourney
	Customer	Persona
	A customer can deposit chec through their mobile phone	Channel
	Mobile	Data
	Payer account number	Interface