

# PEGAPCSA80V1\_2019<sup>Q&As</sup>

Pega Certified System Architect (PCSA) 80V1 2019

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## QUESTION 1

Which business need do you address through delegation?

- A. A service representative must attach the appropriate form when emailing a customer.
- B. A risk officer wants to adjust the income threshold for automobile loans.
- C. A care supervisor wants to authorize a second opinion for an insurance claim.
- D. A general manager must approve catering proposals that exceed EUR5000.

Correct Answer: A

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## QUESTION 2

### HOTSPOT

An online retailer creates a case type that processes and manages customer orders. The checkout process has four steps:

1.

Review Order: The customer reviews the items in order of add-to-cart selection and can adjust the quantity of each item and delete items to calculate and display the order total.

2.

Select Shipping Option: The customer selects a shipping option to determine and display the shipping charge for their order.

3.

Enter Delivery Address: The customer enters their delivery address to determine the sales tax, if applicable, and the application displays the calculated sales tax.

4.

Enter Payment Information: The customer selects a payment option and confirms the grand total of the order.

For each calculation, identify the appropriate chaining option to maximize the performance.

Hot Area:

**Answer Area**

Line total (item price * quantity)	<input type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining
Order total (sum of line totals)	<input type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining
Shipping charge (calculated from a decision rule)	<input type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining
Sales tax (order total * tax rate)	<input type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining
Grand total (order total + sales tax + shipping charge)	<input type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining

Correct Answer:

**Answer Area**

Line total (item price * quantity)	<input checked="" type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining
Order total (sum of line totals)	<input type="checkbox"/> Forward chaining <input checked="" type="checkbox"/> Backward chaining
Shipping charge (calculated from a decision rule)	<input type="checkbox"/> Forward chaining <input checked="" type="checkbox"/> Backward chaining
Sales tax (order total * tax rate)	<input checked="" type="checkbox"/> Forward chaining <input type="checkbox"/> Backward chaining
Grand total (order total + sales tax + shipping charge)	<input type="checkbox"/> Forward chaining <input checked="" type="checkbox"/> Backward chaining

## QUESTION 3

In an application for configuring hardware equipment for new employees, the manager chooses a laptop model from a drop-down list. The list of available laptop models is maintained in an external system and may change over time. Which of the following do you use as the data source for this drop-down list?

- A. A data page
- B. A local list
- C. A data table
- D. A data transform

Correct Answer: A

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## QUESTION 4

In a claims application, customers can file home insurance claims. Each claim contains a list of items of loss. Depending on circumstances, some claims are investigated for potential fraud in parallel to the actual claim process. Which two entities would you model as case type? (Choose two.)

- A. Fraud investigation
- B. Claim
- C. Customer
- D. Items of loss

Correct Answer: AB

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## QUESTION 5

You create an application for employees to submit timesheets. Employees enter work, vacation, and sick time for a particular week.

On the entry form, employees see a summary of the total hours entered.

After the employee submits the timesheet, the application displays remaining vacation and sick time for the employee.

To configure the form where users enter hours, select the best configuration option to calculate the total hours for the week.

- A. Use a When rule. When the value of any work, vacation, or sick time changes, the total hours change.
- B. Use declarative processing. When the value of any work, vacation, or sick time changes, the total hours change.
- C. Use procedural processing. When the value of any work, vacation, or sick time changes and the user submits the form, the total hours change.
- D. Use a data transform. When the user enters the form, the data transform determines the sum of the work, vacation, and sick time properties.

Correct Answer: B

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