

PEGAPCSA84V1^{Q&As}

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QUESTION 1

In the Answer area, identify the type of data measured in each report.

Hot Area:

Answer Area

<u>Report</u>	<u>Type of Data</u>	
	Business Data	Process Data
Deliveries per month versus damaged goods	<input type="radio"/>	<input type="radio"/>
Customer support cases handled per month	<input type="radio"/>	<input type="radio"/>
Profit margin by types of goods sold monthly	<input type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

<u>Report</u>	<u>Type of Data</u>	
	Business Data	Process Data
Deliveries per month versus damaged goods	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer support cases handled per month	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Profit margin by types of goods sold monthly	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sales training investment versus annual revenue	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Average number of days for customer deliveries	<input type="checkbox"/>	<input checked="" type="checkbox"/>

QUESTION 2

Which two dependencies do you directly enforce with a Wait step? (Choose Two)

- A. Pausing a case until a predetermined time expires
- B. Pausing a case until a user submits a specified value
- C. Pausing a case until another case reaches a specified status
- D. Pausing a case until a new child case is created

Correct Answer: BC

QUESTION 3

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process. What task do you perform to implement this requirement?

- A. In the Employment Information process add a card type true/false field to a user view.
- B. In the Employment Information process add a custom condition to start the process by testing the card type.
- C. In the Employment Information process add an Approve/Reject step to test the card type.

D. In the Employment Information process validate card type for continued processing.

Correct Answer: A

QUESTION 4

Which configuration informs a user by email when an assignment is added to the user's worklist?

- A. Configure the case type to send assignment notifications to assigned users.
- B. Add a Send Email step to the process after the assignment to notify the assigned user.
- C. Configure a service level to send a notification to the assigned user.
- D. Add a Send Notification step to the process after the assignment to notify the assigned user.

Correct Answer: A

QUESTION 5

A development team plans to enhance functionality of an existing application by changing several user interface rules. The team would like to pilot the enhancements to a small group of users before rolling the changes out to the entire user base.

What approach maximizes reuse and maintainability?

- A. Place the updated rules into a new minor version of the ruleset and include the new ruleset version in a new version of the application.
- B. Place the updated rules into a new ruleset and include the new ruleset in a new version of the application.
- C. Place the updated rules into a new minor version of the ruleset and include the new ruleset version in a new application.
- D. Place the updated rules into a new ruleset and include the new ruleset in a new application.

Correct Answer: A

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