# PEGACPBA73V1<sup>Q&As</sup>

Certified Pega Business Architect (CPBA) 73V1

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**QUESTION 1**

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 request column by count.

Correct Answer: D

**QUESTION 2**

A Customer requests roadside assistance. The insurance company creates an Assistance Request case and this results in a creation of a Service Request case which is assigned to a Service provider. Which configuration is the best practice to copy all customer information from the Assistance Request case to the Service Request case?

A. Use a Declare Expression.

B. Use Data Propagation.

C. Use a Data Transform.

D. Use Case Calculations.

Correct Answer: B

**QUESTION 3**

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

A. Route the request to a manager who assigns the agent.

B. Route requests to a skilled work group.

C. Route to a skilled member of a workgroup.

D. Route to a work group based on the location.

Correct Answer: B

**QUESTION 4**

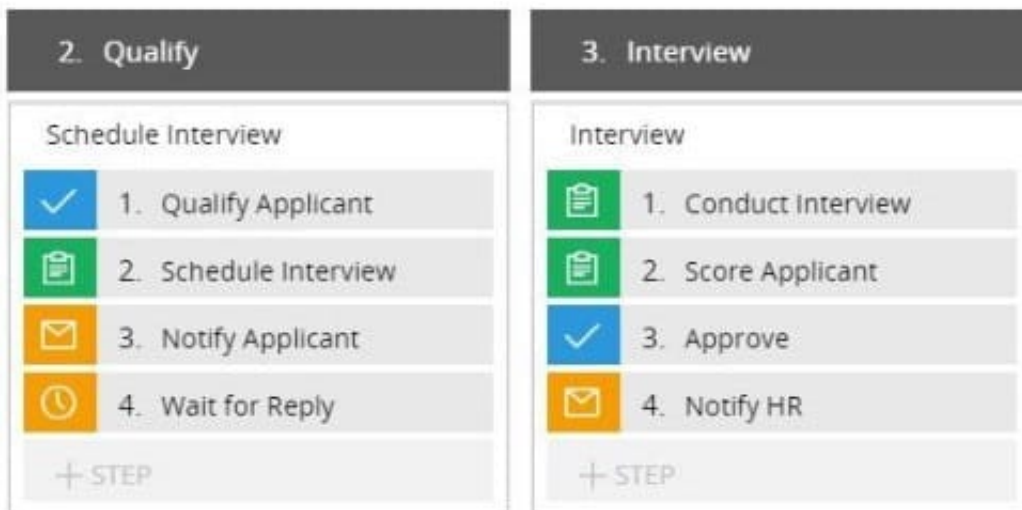You have been asked to create a pie chart that shows the number of cases each manager has created. A list report

contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

A. Summarize the manager name column.

B. Group the manager name column.

C. Group the case ID column.

D. Summarize the case ID column.

Correct Answer: D

**QUESTION 5**

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.



To meet this requirement, you apply a goal and deadline to the _____.

A. Case type

B. Schedule Interview process

C. Interview stage

D. Schedule Interview step

Correct Answer: D

**QUESTION 6**

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?

A. Add an Item Retention alternate stage and define a process for retention of item.

B. Add a decision in the Item process to change the stage when a return is not necessary.

C. Add a condition to skip the Item Return stage when a return is not necessary.

D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

**QUESTION 7**

How do you route an assignment so that any available member of the department can perform the task?

A. Route the assignment to a work queue.

B. Route the assignment to the admin user ID.

C. Route the assignment separately to all members.

D. Route the assignment to a work list.

Correct Answer: D

Reference https://community.pega.com/knowledgebase/articles/routing-assignment

**QUESTION 8**

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the _____ in the service level to 5 days.

A. goal

B. passed deadline

C. deadline

D. urgency

Correct Answer: C

**QUESTION 9**

Consider the following user story:

As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view? (Choose two.)

A. Will field information about the temporary member be stored in an external database?

B. What fields does the account owner need to see to be able to add a temporary member?

C. How do the fields for the temporary member need to be displayed?

D. Do the fields about the temporary member need to be displayed in multiple languages?

Correct Answer: BC

**QUESTION 10**

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:



Correct Answer:

**Application Design Requirement**

**Answer Area**

| Application Design Requirement | Design Approach |
|---|---|
| Guide the user to perform the expected task. | Assignement Instruction |
| Present the user only with fields relevant to the current task. | Intent-driven UI |
| Inform the user of a pending assignment. | Assignment notification |
| Record the justification for an action taken on a case. | Audit note |

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