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QUESTION 1

How do you provide users with guidance for completing a form and avoid the need for application training?

A. Send a notification to the assigned user.

B. Add an instruction to the assignment.

C. Add an optional action to the case to explain the task.

D. Add the corresponding step to an appropriate stage.

Correct Answer: B

QUESTION 2

In a purchase order case the vendor assigned might not respond to a customer\\'s query in the desired amount of time required by policy. The vendor must respond within the time required according to policy. Both the vendor and customer should be notified at each milestone. To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

A. Set the goal to be the required response time based on policy and send notifications to both parties.

B. Set the deadline to be the desired response time based on policy and sends notifications to both parties.

C. Set the deadline to be the required response time based on policy and send notifications to both parties.

D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: CD

QUESTION 3

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

Use Case
A vice president must approve all expense reports over 2500 USD.
An agent who speaks Russian must work on the case.
Accounts Receivable must audit incoming billing requests.
A series of data collection screens mus be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Use Case

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.

QUESTION 4

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 5

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

A. Content of an entail confirming a customer submission

B. Business policies controlled by regularity compliance

C. Password validation standards

D. The service level on expense reports

Correct Answer: AB

QUESTION 6

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

QUESTION 7

You are preparing to delegate a number of business rules, which three prerequisite- actions must be taken before tan delegate the business rules? (Choose Three)

A. Ensure the delegated ruleset exists in the Production rulesets list.

B. Ensure a ruleset that will contain the delegated rules exists.

C. Ensure a ruleset exists for the users who will manage the delegated rules.

D. Ensure an access group exists for the users who will manage the delegated rules.

E. Ensure the delegated rules are added to a locked ruleset.

Correct Answer: ABD

QUESTION 8

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

A. Add the manager approval to an alternate stage in the case life cycle.

B. Configure a parallel process for each of the required approvals.

C. Add an optional process to each approval in the appropriate stage.

D. Configure a single cascading approval based on an authority matrix.

Correct Answer: B

QUESTION 9

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 Return 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 10

Consider the following user story:

As a customer, I want to the able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

A. Add a stage-only action to each stage in the case life cycle

B. Configure the Cancel button on the user views to resolve the case.

C. Add a case wide action to the case life cycle.

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

Correct Answer: D

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