# PEGAPCBA84V1<sup>Q&As</sup>

Pega Certified Business Architect (PCBA) 84V1

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**QUESTION 1**

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list. How do you design the report to support this requirement?

A. Select Highest to Lowest sort type for Create Date.

B. Select Lowest to Highest sort type for Create Date.

C. Make the Create Date the first column in the report.

D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

**QUESTION 2**

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

A. Customer

B. Work queue

C. Interested individual

D. Owner

Correct Answer: B

**QUESTION 3**

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline interval?

A. Urgency value remains at 100, but other service level processing continues.

B. Service level processing is halted until the assignment is completed.

C. The user is notified that the maximum urgency value has been reached.

D. Urgency value continues to increment as configured.

Correct Answer: A

**QUESTION 4**

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.

B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

**QUESTION 5**

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum. Which three of the following statements are true? (Choose Three)

A. New customer obtains troubleshooting assistance by using a call center is a microjoumey

B. Experienced customer obtains troubleshooting assistance by using the online forum is a microjoumey

C. New customer obtains troubleshooting assistance by using a call center is a journey

D. Experienced customer obtains troubleshooting assistance by using the online forum is a journey

E. Customer obtains troubleshooting assistance is a journey

F. Customer obtains troubleshooting assistance is a microjoumey

Correct Answer: BCF

**QUESTION 6**

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
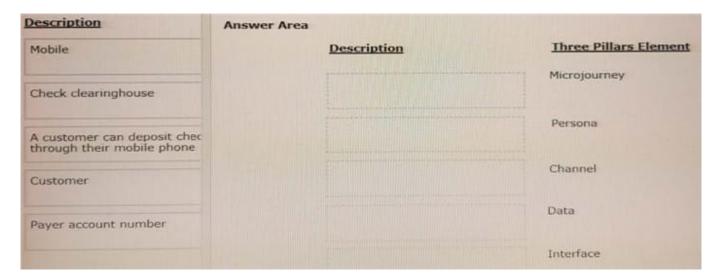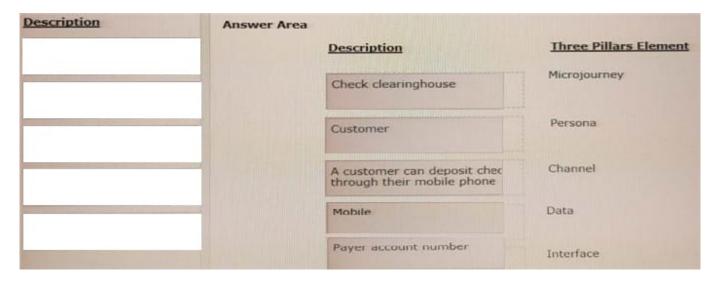
Correct Answer: B

**QUESTION 7**

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

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**QUESTION 8**

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

A. An accountant wants to list the largest order for the last month, for each customer account.

B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.

C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.

D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.
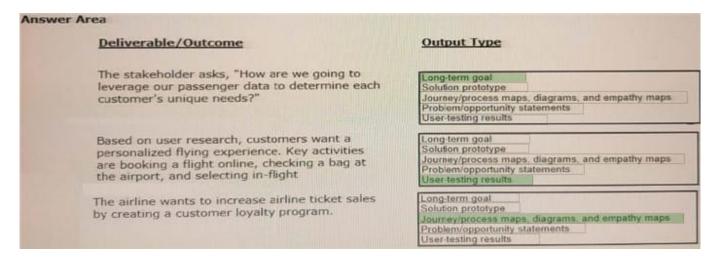
Correct Answer: AD

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**QUESTION 9**

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:



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**QUESTION 10**

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

A. Manager Approves Request

B. Approve Employee Request

C. Request Approval

D. Review Request

Correct Answer: D

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