PEGAPCDC85V1^{Q&As}

Pega Certified Decisioning Consultant (PCDC) version 8.5

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QUESTION 1

U+ Bank, a retail bank, has introduced a credit cards group with Gold card and Platinum card offers. The bank wants to present these two offers based on the following criteria:

1.

For both cards, customers must be above the age of 18

2.

Offer both cards only if the customer does not explicitly opt-out of any direct marketing for credit cards

3.

Platinum card is suitable for customers with the Credit Score > 500

As a decisioning consultant, how do you implement this requirement? In the Answer Area, select the correct engagement policy for each criterion.

Hot Area:

| Answer Area | | |
|-------------|-----------------|---|
| | <u>Criteria</u> | Engagement policy |
| | Age | Action-level suitability Action-level applicability |
| | Opt-out | Group-level eligibility Group-level applicability |
| | | Action-level suitability Action-level applicability |
| | | Group-level eligibility Group-level applicability |
| | Credit Score | Action-level suitability Action-level applicability |
| | | Group-level eligibility Group-level applicability |

Correct Answer:

| <u>Criteria</u> | Engagement policy |
|-----------------|---|
| Age | Action-level suitability Action-level applicability |
| Opt-out | Group-level eligibility Group-level applicability |
| | Action-level suitability Action-level applicability |
| | Group-level eligibility Group-level applicability |
| Credit Score | Action-level suitability Action-level applicability |
| | Group-level eligibility Group-level applicability |



QUESTION 2

U+ Bank, a retail bank, wants to send promotional emails related to credit card offers to their qualified customers. You have already created an action flow template with the desired flow pattern and reused it for all the credit card actions.

What must you do to ensure that this action is not selected for any customers?

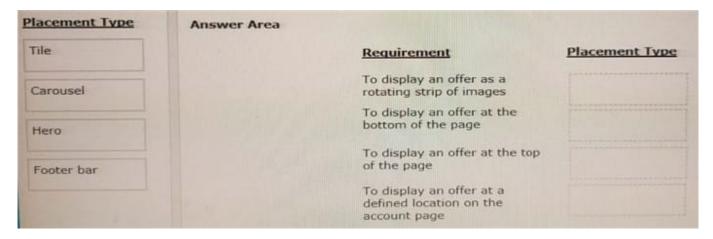
- A. Set the action availability to Always
- B. Set the action availability to Never
- C. Set the action availability to Within a defined time period
- D. Set the action availability to Template

Correct Answer: C

QUESTION 3

U+ Bank has decided to use the Pega Customer Decision Hubto recommend more relevant banner ads to its customers when they visit the personal portal. Select each placement type on the left and drag it to the correct requirement on the right.

Select and Place:



Correct Answer:

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| Placement Type | Answer Area | | |
|----------------|-------------|---|----------------|
| | | Requirement | Placement Type |
| | | To display an offer as a rotating strip of images | Carousel |
| | | To display an offer at the bottom of the page | Footer bar |
| | | To display an offer at the top of the page | Tile |
| | | To display an offer at a defined location on the account page | Hero |

QUESTION 4

| | W | Vhat i | s the | name | of th | ne pr | operty | / that i | is au | ıtomatic | ally | recom | puted | for | eacl | h d | lecisio | n con | nponer | nt? |
|--|---|--------|-------|------|-------|-------|--------|----------|-------|----------|------|-------|-------|-----|------|-----|---------|-------|--------|-----|
|--|---|--------|-------|------|-------|-------|--------|----------|-------|----------|------|-------|-------|-----|------|-----|---------|-------|--------|-----|

- A. Rank
- B. Priority
- C. Order
- D. Propensity

Correct Answer: A

QUESTION 5

To access a property from an unconnected component, you use the_____.

- A. dot-property value directly
- B. property value
- C. component-dot-property construct
- D. customer-dot-property construct

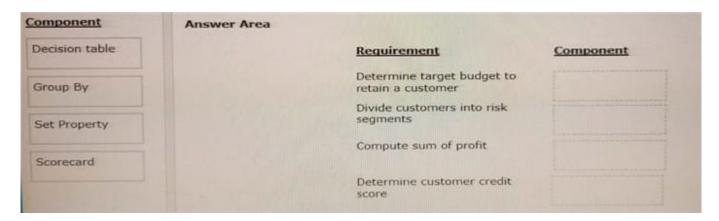
Correct Answer: C

QUESTION 6

You are a strategy designer on a next-best-action project and are responsible for designing and implementing decision strategies. Select each component on the left and drag it to the correct requirement on the right.

Select and Place:





Correct Answer:

| Component | Answer Area | | |
|-----------|-------------|--|----------------|
| | | Requirement | Component |
| | | Determine target budget to retain a customer | Decision table |
| | | Divide customers into risk segments | Set Property |
| | | Compute sum of profit | Group By |
| | | Determine customer credit score | Scorecard |

QUESTION 7

What does a solid arrow from a "Set Property" component to a "Filter" component mean?

- A. There is a one-to-one relationship between a "Set Property" and a "Filter" component.
- B. A property from the "Set Property" component is referenced by the "Filter" component.
- C. To evaluate the "Set Property" component, the "Filter" component is evaluated first.
- D. Information from the "Set Property" component is copied over to the "Filter" component.

Correct Answer: B

QUESTION 8

In a Decisioning Strategy, which decision component is required to enable access to the Customer properties like age, income, etc.?

- A. None, properties are available
- B. Set Property



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| O. Data import | C. | Data | Import |
|----------------|----|------|--------|
|----------------|----|------|--------|

D. Proposition Data

Correct Answer: B

QUESTION 9

You are the decisioning consultant on an Al-powered one-to-one customer engagement implementation project. You are asked to design the next-best-action prioritization expression that balances the customer needs with the business objectives.

What factor do you consider in the prioritization expression?

- A. Predicted customer behavior
- B. Customer contact policy
- C. Offer eligibility
- D. Offer relevancy

Correct Answer: C

QUESTION 10

U+ Bank, a retail bank, uses the always-on outbound approach to send outbound messages on different channels such as email, SMS, and push notifications. There are a variety of action flow patterns in use to meet various business and

channel integrations requirements.

Due to technical reasons, the bank wants to temporarily suspend sending outbound messages and instead write the selected customers and action details to a database table for later offline processing.

What is the most efficient way to meet this requirement?

- A. Add a new Send shape in all the action flows.
- B. Set up a secondary schedule.
- C. Bypass action flow processing.
- D. Update the Send shape with Finalization.

Correct Answer: D

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