PEGACPBA73V1^{Q&As}

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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

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. Approve Employee Request

B. Request Employee

C. Review Request

D. Manager Approves Request

Correct Answer: C

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 configure a service level to adjust assignment urgency to 100 when the global interval lapses. How does the assignment urgency impact the deadline and passed deadline intervals?

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

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

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

D. Urgency value continues to increment as configured.

Correct Answer: B

QUESTION 5

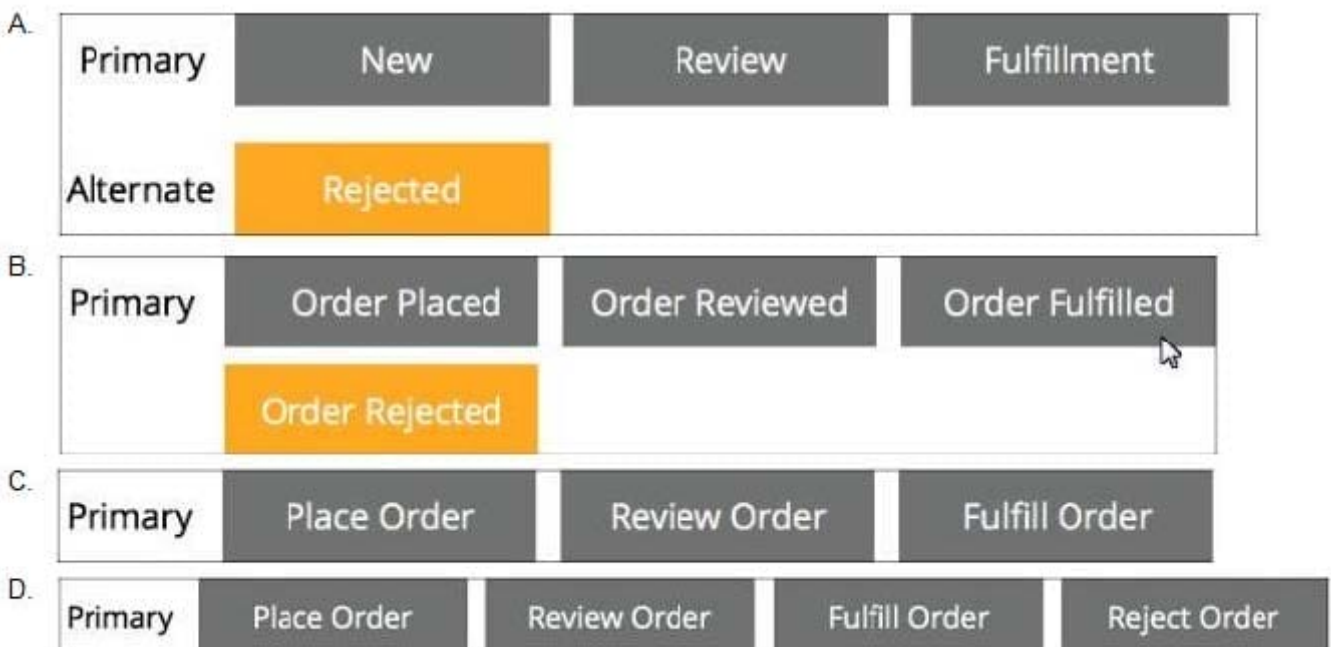Consider this requirement for a business transaction:

An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

If approved, the request is forwarded to the Fulfillment department.

If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

The Fulfillment department will process the request if the requested items are in stock.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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