



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

Certified Pega Business Architect (CPBA) 73V1

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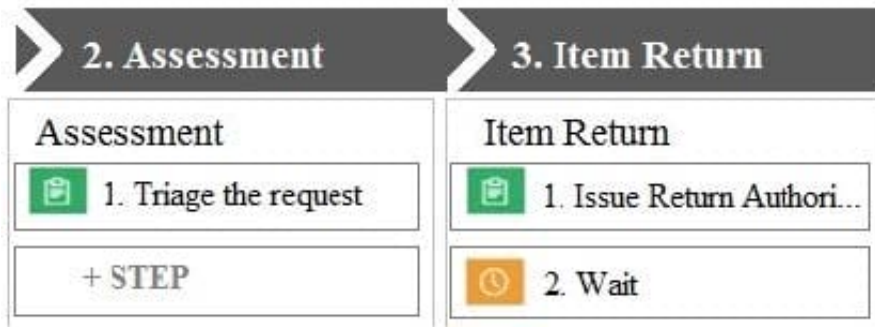
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### QUESTION 1

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 2

Consider the following user story:

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

Select the configuration option that satisfied 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: C

### QUESTION 3

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 4

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 5

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.



What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to a specific user using the Use business logic option.
- B. Route the job application to an operator within a skilled group using the Specific user option.



C. Route the job application to a specific queue using the Use business logic option.

D. Route the job application to an approximately skilled operator using the Specific user option.

Correct Answer: C

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