



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

Certified Pega Business Architect (CPBA) 73V1

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### QUESTION 1

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval from the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

- A. Create three assignments and route to the appropriate approver.
- B. Create an approval step with cascading approval.
- C. Route to a workbasket where all three roles have access.
- D. Create business logic to route to the different approvers.

Correct Answer: B

Reference <https://community.pega.com/knowledgebase/articles/route-cases-approval-cascading-approval-smart-shape>

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### QUESTION 2

You are assigned to a Pega implementation project as a Pega business architect. Which task are you expected to perform?

- A. Identify the initial backlog of case types.
- B. Identify the scope of the initial release.
- C. Help to groom user stories ahead of a sprint.
- D. Organize the Project Kickoff meeting.

Correct Answer: B

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### QUESTION 3

Select the characteristic used to identify candidate rules to be delegated to business users.

- A. Changing business conditions require that the rule be managed without IT intervention.
- B. Ownership of changes to delegated rules changes from work group to work group.
- C. Frequent changes are needed to continuously redefine the user experience.
- D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: B

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**QUESTION 4**

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the \_\_\_\_\_ in the service level to 5 days.

- A. goal
- B. passed deadline
- C. deadline
- D. urgency

Correct Answer: C

**QUESTION 5**

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

If the fraud claim is rejected, the customer is notified and given 15 days to respond.

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



A. Option A



B. Option B

C. Option C

D. Option D

Correct Answer: B

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