PEGACPBA74V1^{Q&As}

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QUESTION 1

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

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

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

C. Urgency value continues to increment as configured.

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

Correct Answer: B

QUESTION 2

How do you route an assignment so that any available member or the Finance department can perform the task?

A. Route the assignment to a work M

B. Route the assignment to a work queue.

C. Route the assignment to the admin user ID.

D. Route the assignment separately to all members.

Correct Answer: B

QUESTION 3

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Delivery project order column and place them in the correct order.

Select and Place:

Business Architect Tasks	Journey Centric Delivery project order
Playback configurations	
Refine backlog stories	
Prepare for project kickoff meeting	
Capture sessions on discrete aspects of the case type	

Correct Answer:

Business Architect Tasks	Journey Centric Delivery project order
	Prepare for project kickoff meeting
	Capture sessions on discrete aspects of the case type
	Refine backlog stories
	Playback configurations

QUESTION 4

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.

B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.

C. Delegte a business rule so representaives can customize the email content as needed on a case- by-case basis.

D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: A

QUESTION 5

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. process that routes to the manager

B. step that routes to the manager

C. change stage step to allow the employee to route to the manager

D. stage to route requests to the manager

Correct Answer: B

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