PEGACPBA74V1^{Q&As}

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QUESTION 1

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 2

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

A. Content of an entail confirming a customer submission

B. Business policies controlled by regularity compliance

C. Password validation standards

D. The service level on expense reports

Correct Answer: AB

QUESTION 3

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

QUESTION 4

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 Return 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 5

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:

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

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