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QUESTION 1

You should consider using a field value when the list of allowed values is_____. Available Choices (select all choices that are correct)

A. mostly static

B. three or fewer items

D. shared across all case types

Correct Answer: AD

C. updated often

Explanation: You should consider using a field value when the list of allowed values is mostly static or shared across all case types. A field value is a rule that defines a single value for a field that is used in multiple places in an application.

Field values are useful when the list of values does not change frequently or when the same values are used in different case types. References:

https://community.pega.com/knowledgebase/articles/data-management-and- integration/86/field-values

QUESTION 2

A business architect has developed a new process for a case type. To verify that the UI elements collect the expected results, you want to test the process and the fields. Which two configurations, when used together, allow you to record a set of interactions and save the test results to verify process functionality? (Choose two.)

Available Choices (select all choices that are correct!

- A. Create a scenario test for the case type
- B. Create a unit test for the case type
- C. Add explicit assertions on the UI elements.
- D. Add explicit assertions on the Scenario testing landing page

Correct Answer: AC

Explanation: To record a set of interactions and save the test results to verify process functionality, you can create a scenario test for the case type and add explicit assertions on the UI elements. A scenario test is a test that simulates how users interact with an application to complete a task or goal. An explicit assertion is a test condition that verifies whether an expected value matches an actual value in the application. References:

https://community.pega.com/knowledgebase/articles/testing-applications/86/creating- scenario-tests

QUESTION 3

The business process for an automobile insurance claim consists of the following phases

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Submission The customer contacts a customer service representative (CSR) to file the claim Review An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs Repair A third party performs the repairs on each vehicle communicating with the adjuster and customer as necessary Verification After each vehicle repair, the adjuster closes the claim.

According to Pega best practices which phase can you implement as a child case?

- A. Submission
- B. Repair
- C. Verification
- D. Review

Correct Answer: B

Explanation: To implement this requirement, you can implement the Repair phase as a child case. A child case is a case that is created and processed as part of another case, called the parent case. A child case can run independently of the parent case and can have its own life cycle, data, and service levels. By using a child case for the Repair phase, you can allow the parent case to continue independently of the child case processes. References: https://community.pega.com/ knowledgebase/articles/case- management/88/creating-child-cases

QUESTION 4

Which option follows best practices for naming a ruleset in Pega Platform? Available Choices (select all choices that are correct)

- A. Expense 01-02-05
- B. Pega-Prod 01-04-01
- C. Credit Check:03-01-02
- D. Grand-Corporation-Human-Resources-Department 01-01-03

Correct Answer: C

Explanation: This option follows best practices for naming a ruleset in Pega Platform. A ruleset name consists of two parts separated by a colon (:). The first part is an application- specific identifier, such as Credit Check, that is unique within your organization. The second part is a version number that consists of three numeric segments separated by hyphens (-), such as 03-01-02. References:

https://community.pega.com/sites/default/files/help_v88/procomhelpmain.htm#rule-/rule- ruleset-/rule-ruleset-name/main.htm

QUESTION 5

An order fulfillment case type allows a customer to update user profile information during the order placement stage The user profile consists of the following three pages:

Account ID and password

Customer contact information



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A list of open orders with the status of each order

How do you configure the case type to allow customers to update any of the user profile pages individually?

Available Choices (select all choices that are correct)

- A. Add an alternate stage to the case life cycle.
- B. Add a button for each profile page to each assignment
- C. Add an optional process to the case workflow
- D. Add a set of optional actions to the case workflow

Correct Answer: D

Explanation: Optional actions are actions that users can perform at any time during a stage in the case workflow. They are not required to advance the case to the next stage or step. Optional actions can be used to allow customers to update

any of the user profile pages individually during the order placement stage.

References:

https://community.pega.com/knowledgebase/articles/case-management/88/configuring- optional-actions

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