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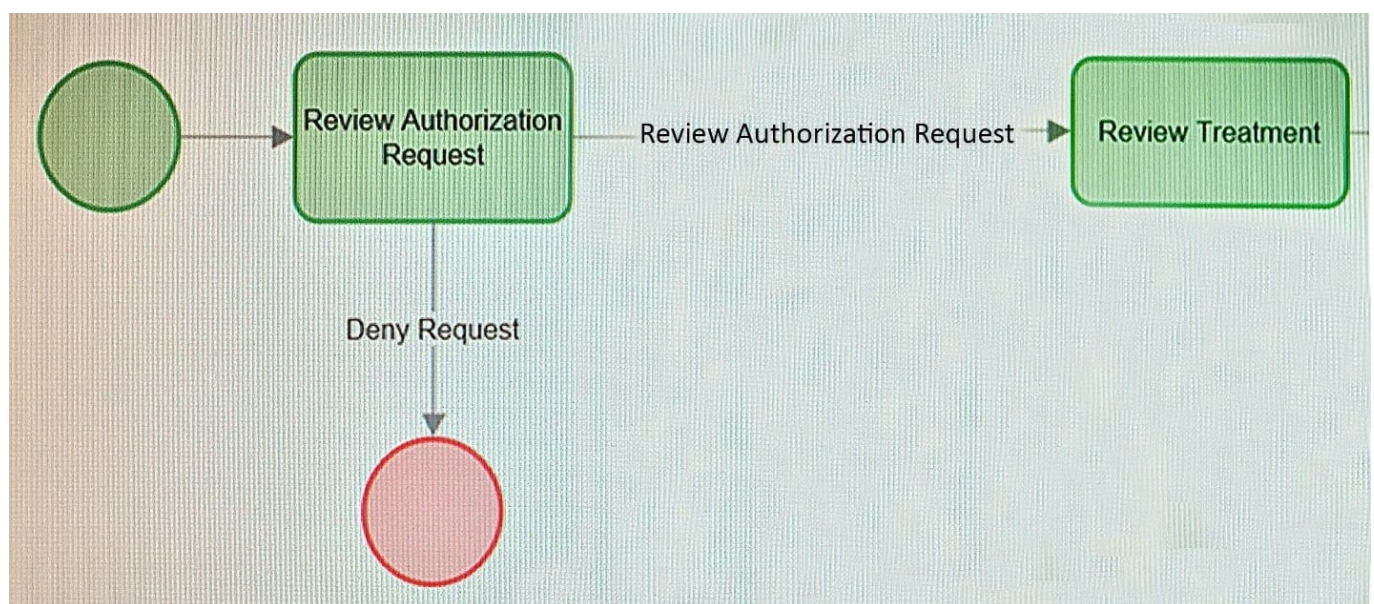
QUESTION 1

Before a member is admitted to a hospital, a health care organization reviews authorization requests for insurance coverage. An intake operator performs the Review Authorization Request assignment to determine if the member qualifies for

coverage.

If the member qualifies for coverage, the case advances to the Review Treatment assignment for review by a physician. When the case arrives in the physician's worklist, the system automatically sends the physician an email.

If the member is denied coverage, the system resolves the request. The system also automatically sends two types of correspondence to the member: a letter and an email notification.



How would you configure the process so that the system automatically sends an email to the physician when the case arrives at the physician's worklist?

- A. Add an SLA to the Review Treatment assignment that includes an escalation notification.
- B. Add a notification to the Review Authorization Request assignment.
- C. Add a notification to the Review Treatment assignment.
- D. Add a SendCorrespondence local action to the Review Authorization Request assignment.

Correct Answer: A

QUESTION 2

Review the following Decision Table: If the credit score is 723 and the outstanding balance is 2157, which value will be returned?



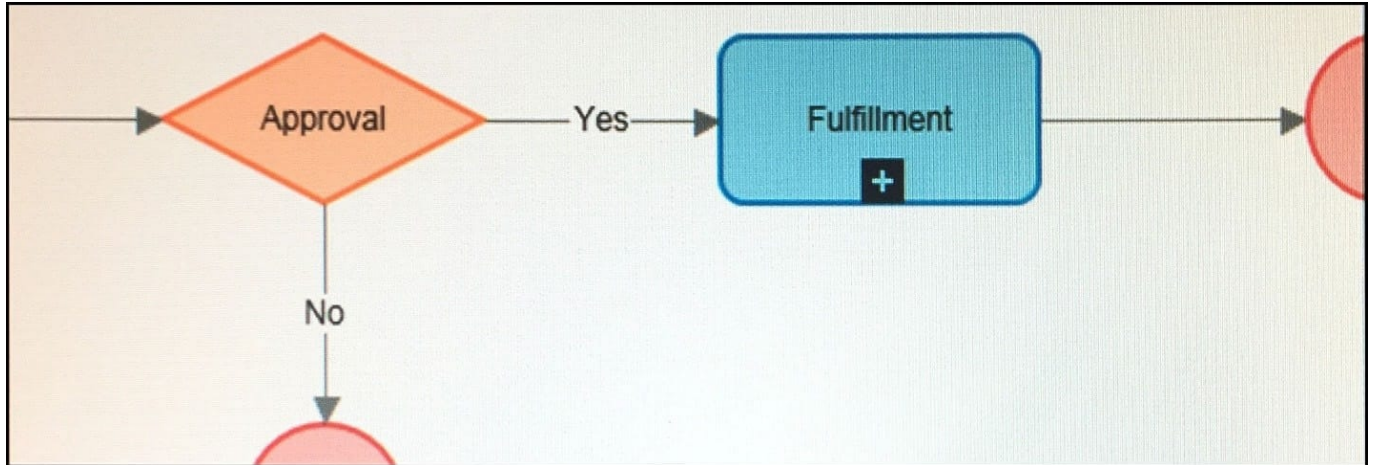
				Show conflicts
Conditions				
	Credit score	Outstanding balance		Return
if	>800	>2000	→	ApproveLevel1
else if	>700	<2000	→	ApproveLevel2
else if	>500	<1000	→	ApproveLevel3
otherwise			→	Reject

- A. ApproveLevel3
- B. ApproveLevel1
- C. Reject
- D. ApproveLevel2

Correct Answer: C

QUESTION 3

You want to modify the following order approval process so that a text message is sent to a customer when the order has been approved and will be fulfilled.



How would you modify the process to send the text message?

- A. Add a Utility to the connector leaving the Fulfillment subprocess. Configure the shape to call the CorrNew activity.
- B. Add a notification to the Yes connector.
- C. Add a Utility shape to the Yes connector. Configure the shape to call the CorrNew activity.
- D. Add an Assignment shape to the Yes connector and add a notification to the assignment.

Correct Answer: D

QUESTION 4

You are developing a purchase application that integrates with an external inventory management system. A _____ allows you to build the interface so that Pega can request information from the inventory management system.

- A. Report Definition
- B. data page
- C. service
- D. connector

Correct Answer: D

QUESTION 5

Which requirement is satisfied by configuring a service level agreement?

- A. Users are notified when they receive an assignment.
- B. Transaction dispute cases are considered more urgent than address change cases.



C. Requests from customers with elite status go to a dedicated work group.

D. A transaction review is completed within 24 hours.

Correct Answer: D

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