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**QUESTION 1**

An organization uses a common process in the framework layer to address account inquiries from customers. Each implementation layer application includes a customized workbasket for processing account inquiries. Select the configuration that standardizes the process while ensuring that users of each implementation only see assignments in the appropriate workbasket.

- A. Pass the workbasket name as a property reference using values on a data page
- B. Use a load-balanced router to route assignments to the appropriate workbasket
- C. Circumstance the flow based on the implementation to route assignments
- D. Use a skill-based router to route assignments to the appropriate workbasket

Correct Answer: D

QUESTION 2

Users are spending excess time researching duplicate cases to determine whether to process or resolve the cases.

Which two options allow you to reduce the number of potential duplicate cases? (Choose two.)

- A. Decrease the weighting threshold
- B. Increase the weights of the weighting conditions
- C. Increase the weighting threshold
- D. Decrease the weights of the weighting conditions

Correct Answer: AD

QUESTION 3

A travel reservation servicing case includes a service level for responding to requests. The service level intervals vary according to passenger status, class of service, and fare type.

Which implementation satisfies this requirement?

- A. Create a single property circumstanced rule and a when rule
- B. Create a multivariate circumstanced rule and a when rule
- C. Create a multivariate circumstanced rule, a circumstance definition, and a circumstance template
- D. Create a single property circumstanced rule

Correct Answer: A

**QUESTION 4**

You are configuring a drop-down list with a page list property. When the user selects an item in the list, you want to retrieve data associated with the selected item and add the data to the case.

How do you configure the data access for the page list property?

- A. Select the Copy data from a data page option so the selected information can be retrieved using a data page lookup.
- B. Select the Manual option so the user can add selected data to the page-type property through the UI
- C. Select the Allow use as reference property in activities option so the selected information can be retrieved using an activity
- D. Select the Refer to a data page option so the selected information can be retrieved using a data page lookup

Correct Answer: B

QUESTION 5

Business users are not able to update a delegated business rule. Select two possible causes. (Choose two.)

- A. The business users do not have appropriate privileges in the access group
- B. The availability of the delegated business rule is set to Blocked
- C. The delegated business rule is currently being executed by another user
- D. The delegated business rule is not in an unlocked production ruleset

Correct Answer: AD

Reference: <https://community.pega.com/support/support-articles/unable-edit-delegated-rule-portal>

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