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**QUESTION 1**

Select the use case that requires an integration by using robotic process automation (RPA).

- A. An online ordering application submits credit card information to a payment processor through a web service.
- B. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- C. A drug trial management application submits trial data to a protected system through a secure connection.
- D. A service management application lists paint options sourced from a Pega Platform data object.

Correct Answer: A

QUESTION 2

A retail company wants to provide a tracking tool for customers to enter their order number and see the order status, package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?

- A. A view that presents the order status and delivery date details
- B. A view where the customer can enter their order number
- C. A view that presents the order status, delivery date details, and a map with the path the package has traveled
- D. A view that updates with order status and delivery date details when the customer enters the order number

Correct Answer: D

QUESTION 3

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

- A. Add the analyst to both the Author role and the Case Manager channel interface.
- B. Update the Author role to include the required analyst reports.
- C. Add the analyst to the Manager role.
- D. Create a new Analyst role with the required access.

Correct Answer: A

**QUESTION 4**

You need to send an email to customers who are approved for a mortgage. The system automatically sends a preliminary approval to customers by email. How do you configure the case to achieve this behavior?

- A. Enable email notifications on the case type.
- B. Enable email notifications on the case type, and then add a Send Email step to the case life cycle after the Approval step.
- C. Add a Send Email step to the case life cycle after the Approval step.
- D. Configure a Collect Information step with read-only information, and then route the step to the customer.

Correct Answer: A

QUESTION 5**DRAG DROP**

A team is developing a new customer-focused application. The team wants to achieve the maximum benefits of application adoption. Select each example on the left and drag it to the appropriate design concept on the right.

Select and Place:

Examples	Answer Area	Design concepts
The team collects information about customer challenges and needs.	<div>Example</div> <div></div> <div></div> <div></div> <div></div>	Design systems
The customer performs a click-through to ensure that the application is working as designed.		Prototyping
The team uses a low-code theme and visual best practices to create a consistent customer experience.		User research
The team creates whiteboard designs of preliminary solution ideas.		Goal alignment
The team clarifies, refines, and prioritizes customer, business, and technical objectives.		User testing

Correct Answer:



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