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QUESTION 1

HOTSPOT

A shipping company uses a Pega application for order processing and fulfillment.

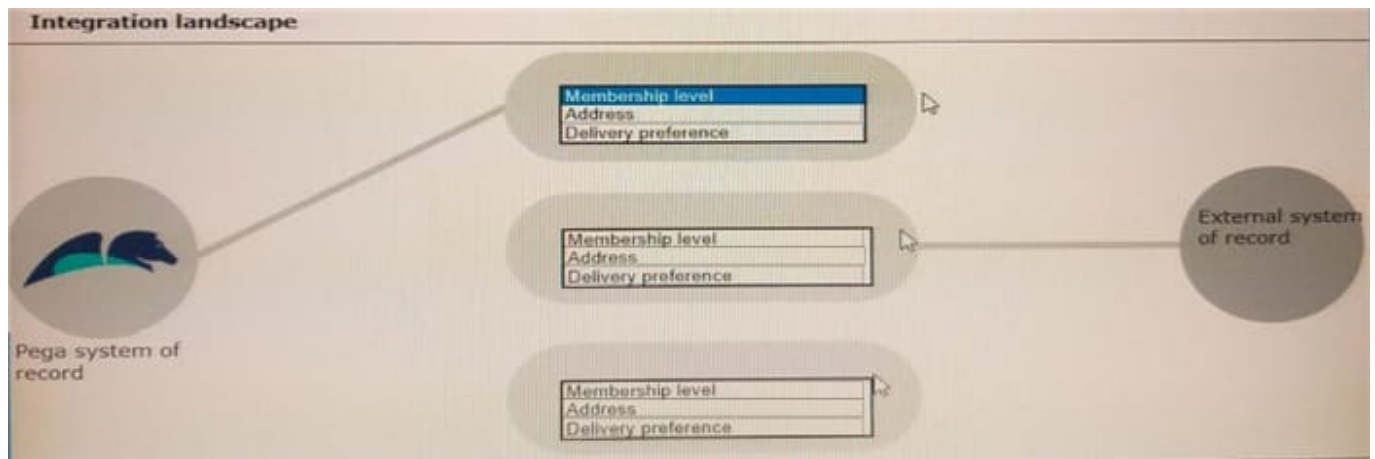
The Membership level locally-sourced data type indicates the membership level of the customer.

The Address data type is used to verify the customer-entered billing and shipping addresses against a comprehensive database of postal addresses.

The Delivery preference data type specifies whether the customer prefers the delivery person to call the customer or ring the doorbell when dropping off a package.

In the graphic below, choose the appropriate data type based on how it is sourced.

Hot Area:



Correct Answer:



**QUESTION 2**

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days. To meet this requirement, you must set the_____ in the service level to five days.

- A. deadline
- B. priority
- C. urgency
- D. goal

Correct Answer: A

QUESTION 3

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Configure the Cancel button on the user views to resolve the case.
- B. Add an alternate stage to the case life cycle.
- C. Add a case wide action to the case workflow.
- D. Add a stage-only action to each stage in the case workflow.

Correct Answer: C

QUESTION 4

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

- A. Add an optional process to each approval in the appropriate stage.
- B. Configure a parallel process for each of the required approvals.
- C. Configure a single cascading approval based on an authority matrix.
- D. Add the manager approval to an alternate stage in the case life cycle.

Correct Answer: C

QUESTION 5



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

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