



# PEGAPCBA84V1<sup>Q&As</sup>

Pega Certified Business Architect (PCBA) 84V1

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**QUESTION 1**

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process.

What task do you perform to implement this requirement?

- A. In the Employment Information process validate card type for continued processing.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a custom condition to test the card type.
- D. In the Employment Information process add a card type true/false field to a user view.

Correct Answer: D

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**QUESTION 2**

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency value to the deadline interval.
- B. Adjust the default assignment urgency value.
- C. Apply an urgency value to the goal interval.
- D. Add an escalation action to the goal interval.

Correct Answer: A

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**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

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**QUESTION 4**

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum. Which three of the following statements are true? (Choose Three)

- A. New customer obtains troubleshooting assistance by using a call center is a microjourney
- B. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- C. New customer obtains troubleshooting assistance by using a call center is a journey
- D. Experienced customer obtains troubleshooting assistance by using the online forum is a journey
- E. Customer obtains troubleshooting assistance is a journey
- F. Customer obtains troubleshooting assistance is a microjourney

Correct Answer: BCF

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**QUESTION 5**

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list. How do you design the report to support this requirement?

- A. Select Highest to Lowest sort type for Create Date.
- B. Select Lowest to Highest sort type for Create Date.
- C. Make the Create Date the first column in the report.
- D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

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