



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

Pega Certified Business Architect (PCBA) 84V1

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**QUESTION 1**

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement	Answer Area	
	Application Design Requirement	Design Approach
Present the user with fields relevant to the current task.		Assignment instruction
Guide the user to perform the expected task.		Intent-driven UI
Record the justification for an action taken on a case.		Assignment notification
Inform the user of a pending assignment.		Audit note

Correct Answer:

Application Design Requirement	Answer Area	
	Application Design Requirement	Design Approach
	Guide the user to perform the expected task.	Assignment instruction
	Present the user with fields relevant to the current task.	Intent-driven UI
	Inform the user of a pending assignment.	Assignment notification
	Record the justification for an action taken on a case.	Audit note

**QUESTION 2**

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AD



### QUESTION 3

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.		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:

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

### QUESTION 4

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.



Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Configure the case type to create temporary cases.
- B. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.

Correct Answer: BD

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#### QUESTION 5

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline interval?

- A. Urgency value remains at 100, but other service level processing continues.
- B. Service level processing is halted until the assignment is completed.
- C. The user is notified that the maximum urgency value has been reached.
- D. Urgency value continues to increment as configured.

Correct Answer: A

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