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**QUESTION 1**

A service request manager, who responds to 1000 active service tickets per week, receives a ticket for new account creation. This ticket has been marked as the highest priority and contains all the necessary details for an account creation.

The manager creates an activity and assigns all the context values with appropriate values.

Which two activity methods of the account creation ticket can be used to close the ticket within priority? (Choose two.)

- A. StartNowAndWait
- B. Start
- C. StartAndWait
- D. StartNow

Correct Answer: BC

QUESTION 2

An automation requires the web adapter to attach to a running instance of Internet Explorer. How do you achieve this requirement?

- A. Configure the Universal Web adapter and set the StartMethod property to MonitorAll.
- B. Configure the web adapter and set the StartMethod property to MonitorAll.
- C. Configure the web adapter and set the StartMehod property to Attach.
- D. The web adapter cannot connect to a running instance.

Correct Answer: B

Reference: <https://community1.pega.com/community/product-support/question/robotics-web-adapter-how-attach-web-adapter-existing-website>

QUESTION 3

Which step allows you to add a Watch to an automation variable?

- A. Right-click the execution link (yellow execution line) coming from the variable, and select Add Watch.
- B. Right-click the data link (blue propagate line) coming from the variable, and select Add Watch.
- C. Right-click the incoming/outgoing execution port (yellow dot) of the variable, and select Add Watch.
- D. Right-click the input/output data port (blue dot) of the variable, and select Add Watch.

Correct Answer: B



Reference: <http://help.openspan.com/191/Diagnostics/Watches.htm>

QUESTION 4

The following Context variables are defined in the Interaction.xml of the solution.

```
<Context>
  <Value Name="GroupID" Type="String" Default="XKY12345"/>
  <Value Name="Procedures" Type="Number" Default="0"/>
  <Value Name="HasBeenPaid" Type="Boolean" Default="false"/>
</Context>
```

An automation creates an interaction and later sets the following values for Procedures and HasBeenPaid.



When the agent finishes the call, an automation clears the context variables using ClearContext.



What is the state of the HasBeenPaid variable at this point?

- A. The value of HasBeenPaid is now True.
- B. The value of HasBeenPaid is now False.
- C. The value of HasBeenPaid is now null.

Correct Answer: B

QUESTION 5

An Insurance Call Center project requires the use of the Interaction Framework. The supporting applications should perform specific work when processing claims. The claim requires the claim number and the claim date, but it may also share other claim information in the interaction's context values.

Based on the information, which interaction.xml activity entry configures the project requirements?



A.

```
<Activity Name="ProcessClaim"  
  <Value Name="ClaimNum" Type="String"/>  
  <Value Name="ClaimDate" Type="String"/>  
</Activity>
```

B.

```
<Activity Name="ProcessClaim"> </Activity>  
  <Value Name="ClaimNum" Type="String"/>  
  <Value Name="ClaimDate" Type="String"/>
```

C.

```
<Activity Name="ProcessClaim">  
  <Value Name="ClaimNum" Type="String" />  
</Activity>  
<Activity Name="ProcessClaim">  
  <Value Name="ClaimDate" Type="String" />  
</Activity>
```

D.

```
<Activity Name="ProcessClaim">  
  <Value Name="ClaimNum" Type="String"/>  
  <Value Name="ClaimDate" Type="String"/>  
</Activity>
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D



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