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QUESTION 1

The business process for an automobile insurance claim consists of the following phases:

Submission: The customer contacts a customer service representative (CSR) to file the claim.

Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.

Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.

Verification: After each vehicle repair, the adjuster closes the claim.

According to Pega best practices, which phase can you implement as a child case?

- A. Verification
- B. Submission
- C. Review
- D. Repair

Correct Answer: D

QUESTION 2

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add each vehicle claim as a child case of the accident claim.
- B. Add a manual approval step to the accident claim case.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.

Correct Answer: AD

QUESTION 3

A requirement states: Loan applicants must enter their annual salary. If the salary is above the qualifying threshold, the application is automatically approved. If the salary is below the threshold, the applicant must identify a cosigner. Select



the two configuration options that follow best practices to meet the requirement. (Choose Two)

- A. Design a user view with an annual salary field and a section for cosigner information. Use a Visible When condition to display the cosigner section when the salary is below the threshold.
- B. Create an assignment step for a loan officer to review the applicant's annual salary and determine if a cosigner is necessary.
- C. Design a user view with an annual salary field. Create an optional action to collect information about the cosigner and assign the action to the appropriate stage.
- D. Use a collect information step with an annual salary field. Use a decision shape to determine whether to advance to a step to enter cosigner information or complete the process.

Correct Answer: CD

QUESTION 4

Hospital staff members enter appointment details including relevant patient information, diagnoses, lab orders, and prescribed medication. This information is aggregated in the Patient visit summary view. The patient receives a copy of this view through email.

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

- A. Add a Create PDF automation that references the Patient visit summary view.
- B. Add a Send Email step and enable the option to include attachments.
- C. Add a Send Email step and compose the message to reference the relevant properties.
- D. Enable email notifications on the case type.

Correct Answer: AC

QUESTION 5

Employees submit time-off requests that must be approved by their manager. If the requested time off is extended beyond three weeks, the manager, director, and a member of human resources (HR) must approve the request.

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

- A. Create a decision table and evaluate all rows.
- B. Use a cascading approval with an authority matrix.
- C. Use a cascading approval with a reporting structure.
- D. Configure custom approvals in the reporting structure.



Correct Answer: AD

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