

Vendor: Pegasystems

Exam Code: PEGACCA

Exam Name: PRPC Certified CPM Architect

Version: Demo

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QUESTION NO: 1

True or False, Flow-action-based dialog requires that a dialog rule be referenced from the assignment and flow action within the workflow diagram.

- A. True
- B. False

Answer: B

QUESTION NO: 2

True or False, For each individual CPM service item type, you can choose whether to use flow action-based dialog or assignment-based dialog.

- A. True
- B. False

Answer: B

QUESTION NO: 3

Which of the following is NOT a best practice in CPM dialog management _____? (Choose One)

- A. Dialog rules should be contained in a separate RuleSet from other configuration such as flows and flow actions
- B. Dialog scripts should contain "what to say"; not "what to do"
- C. Dialog scripts should include references to customer data
- D. CSRs should be encouraged to configure personal dialog scripts

Answer: D

QUESTION NO: 4

Which of the following would you configure in order to specify the subset of properties that can be included within dialog scripts. (Choose One)

- A. Interaction driver rule
- B. Decision table rule within the dialog class
- C. Data source rule
- D. Map value rule within the dialog class

Answer: C

QUESTION NO: 5

Which of the following is a best practice for design of the CPM composite area? (Choose One)

- A. Data that is visible in the composite should never be repeated/duplicated in service item flow actions
- B. Sections within composite tabs should allow for data edit/update
- C. Composite tabs should be conditionally displayed based on the customer

Answer: C

QUESTION NO: 6

True or False, As a best practice, you should embed all CPM customer composite pages within the pyWorkPage of the service item/object.

- A. True
- B. False

Answer: B

QUESTION NO: 7

True or False, Switching the CPM Composite “context” refers to conditionally displaying tabs based on customer data.

- A. True
- B. False

Answer: B

QUESTION NO: 8

Which of the following is NOT a valid knowledge topic content type. (Choose One)

- A. File
- B. Activity
- C. HTML
- D. URL
- E. Authored

Answer: C

QUESTION NO: 9

Which of the following statements about CPM Knowledge content is true? (Choose One)

- A. Can be directly associated to a flow/flow action
- B. Can be suggested based on logic
- C. Can reference content that is stored on external systems
- D. Is available via CPM portal search functions
- E. All of the above

Answer: E

QUESTION NO: 10

To specify the numeric scoring values for a question within a quality review or customer satisfaction survey, choose one component you would configure. (Choose One)

- A. A map value rule

- B. A decision tree or decision table rule
- C. The CPM survey rule form

Answer: C

QUESTION NO: 11

True or False, By using the CPM SLA override service process, you can identify an SLA rule that should be used for all work for a specified customer for a specified period of time.

- A. True
- B. False

Answer: A

QUESTION NO: 12

To configure the CPM interaction goal value, you would _____. (Choose One)

- A. Modify the Interaction Driver rule
- B. Modify the Intent When rule linked to the Interaction Driver
- C. Modify the interaction goal Decision Table
- D. Modify the SLA rule for the interaction class

Answer: C

QUESTION NO: 13

The purpose of a CPM quality review is to _____. (Choose One)

- A. Assess system health and performance
- B. Assess CSR performance in handling a customer request
- C. Analyze historical workflow accuracy
- D. Assess end user feedback on workflow screens

Answer: B

QUESTION NO: 14

Which one of the following is a benefit of interaction goal processing within CPM? (Choose One)

- A. Deliver customer service that is personal and tailored to the customer and situation
- B. Route interactions to the user that is best able to handle the customer request
- C. Automates manual tasks for better straight-through processing of requests

Answer: A

QUESTION NO: 15

Which one of the following CANNOT be configured using the CPM Configuration Tools Wizard? (Choose One)

- A. Dialog scripts
- B. Suggested processes
- C. Coaching tips
- D. Association of knowledge content to a user screen

Answer: B

QUESTION NO: 16

Which of the following is NOT a coaching tip best practice? (Choose One)

- A. Coaching tips are a good way to reinforce training for a new process
- B. The text of the coaching tip should be short and to the point
- C. Coaching tips are a good way to provide instructions on what content should be entered in particular field
- D. For maximum impact, coaching tips should be assigned to a user for a short duration

Answer: C

QUESTION NO: 17

True or False, The CPM Estimated Application Savings Report is used to quantify the cost of implementing CPM.

- A. True
- B. False

Answer: B

QUESTION NO: 18

In CPM, a "contact" refers to _____? (Choose One)

- A. Communication between a person and the organization
- B. A person that is a customer, prospect, partner, or other third party
- C. All of the above

Answer: B

QUESTION NO: 19

Which of the following statements is true about CPM interactions? (Choose One)

- A. Enable users to manage multiple service requests as part of a single customer session
- B. Inherit from the Work-Cover- class
- C. All of the above are true

Answer: A

QUESTION NO: 20

True or False, In CPM, the class group for Service Items inherits from the class group for Interactions.

- A. True
- B. False

Answer: B

QUESTION NO: 21

True or False, In most implementations, CPM becomes the system of record for customer information such as account data and financial account transactions.

- A. True
- B. False

Answer: B

QUESTION NO: 22

Which of the following would be important to know if you were evaluating the impact of potential process improvements on your company's business objectives? (Choose One)

- A. The volume of interactions per period and the mix of interactions by reason
- B. The amount of time spent on each step of a service process (user time or wait time)
- C. First call resolution rates and the reasons that trigger multiple calls
- D. All of the above

Answer: D

QUESTION NO: 23

The starting activity for a CPM service item should be saved in the _____. (Choose One)