PEGACPBA73V1^{Q&As}

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QUESTION 1

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the _____ in the service level to 5 days.

A. goal

B. passed deadline

C. deadline

D. urgency

Correct Answer: C

QUESTION 2

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

QUESTION 3

You are assigned to a Pega implementation project as a Pega business architect. Which task are you expected to perform?

A. Identify the initial backlog of case types.

B. Identify the scope of the initial release.

C. Help to groom user stories ahead of a sprint.

D. Organize the Project Kickoff meeting.

Correct Answer: B

QUESTION 4

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: A

QUESTION 5

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Select and Place:

Business Architect Tasks

Groom backlog stories
Playback configurations
Prepare for project kickoff meeting
Capture sessions on discrete aspects of the case type

Journey Centric Development project order

Correct Answer:

Business Architect Tasks

Journey Centric Development project order

Prepare for project kickoff meeting
Playback configurations
Capture sessions on discrete aspects of the case type
Groom backlog stories

QUESTION 6

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

A. Is any special correspondence needed?

B. Can the work be delegated to other users?

C. How long does the work take to complete?

D. Who should do the work?

Correct Answer: C

QUESTION 7

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

A. Add a Send Email step as an optional action.

B. Add a Send Email step and include all required parties.

C. Route the email to all the recipients in a Collect Information step.

D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 8

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a _____.

A. process that routes to the manager.

B. step that routes to the manager.

C. change stage step to allow the employee to route to the manager.

D. stage to route requests to the manager.

Correct Answer: A

QUESTION 9

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

A. Service level processing is halted until the assignment is completed.

B. Urgency value remains at 100, but other service level processing continues.

C. The user is notified that the maximum urgency has been reached.

D. Urgency value continues to increment as configured.

Correct Answer: B

QUESTION 10

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Request 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 add a custom condition to test the card type.

B. In the Employment Information process add an Approve/Reject step to test the card type.

C. In the Employment Information process add a card type true/false field to a user view.

D. In the Employment Information process validate card type for continued processing.

Correct Answer: C

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