PEGACPBA74V1^{Q&As}

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QUESTION 1

How do you provide users with guidance for completing a form and avoid the need for application training?

A. Send a notification to the assigned user.

B. Add an instruction to the assignment.

C. Add an optional action to the case to explain the task.

D. Add the corresponding step to an appropriate stage.

Correct Answer: B

QUESTION 2

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.

B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.

D. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.

Correct Answer: B

QUESTION 3

Select the characteristic used to identify candidate rules to be delegated to business users.

A. Changing business conditions require that the rule be managed without IT intervention.

B. Ownership of changes to delegated rules changes from work group to work group.

C. Frequent changes are needed to continuously redefine the user experience.

D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: A

QUESTION 4

In a purchase order case the vendor assigned might not respond to a customer\\'s query in the desired amount of time required by policy. The vendor must respond within the time required according to policy. Both the vendor and customer should be notified at each milestone. To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

A. Set the goal to be the required response time based on policy and send notifications to both parties.

B. Set the deadline to be the desired response time based on policy and sends notifications to both parties.

C. Set the deadline to be the required response time based on policy and send notifications to both parties.

D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: CD

QUESTION 5

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Correct Answer:

Use Case	Answer Area

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.

QUESTION 6

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

*The customer service agent may request additional information from the customer.

* The merchant is notified and given 15 days to dispute the fraud claim.

*If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

*If the fraud claim is rejected, the customer is notified and given 15 days to respond.

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

A.

Primary	Claim Filed	Claim Investigated	Claim Denied

B.

Primary	New Claim	Investigation	Resolution
Alternate	Claim Denied		

A. B.

C.

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		

D.

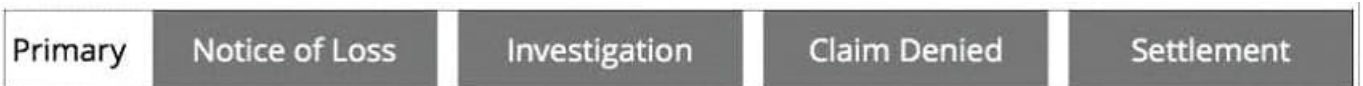| Primary	New Claim	Investigation	Settlement	Claim Denied

C. D.

Correct Answer: B

QUESTION 7

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

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Claim Denied			

B

Primary	Notice of Loss	Investigation		Settlement
Alternate	Policy Review	Claim Denied		

Primary	Notice of Loss	Investigation	Claim Denied	Settlement

D

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 8

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited.

How can the business stakeholder communicate this problem to the development team using Agile Workbench?

A. Create a story

B. Create a note

C. Create a bug

D. Create a comment

Correct Answer: C

QUESTION 9

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: C

QUESTION 10

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: D

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