PEGACSA72V1^{Q&As}

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QUESTION 1

Match each data page scope to its use case.

Select and Place:

Scope		Use Case	
Node			Customer details for a complaint case handled by a customer service representative
Thread			Exchange rates available to all accounting applications
Requestor			Order history of the logged-in user that needs to be refreshed on every login

Correct Answer:

Scope		Use Case	
		Requestor	Customer details for a complaint case handled by a customer service representative
		Node	Exchange rates available to all accounting applications
		Thread	Order history of the logged-in user that needs to be refreshed on every login

QUESTION 2

Which requirement is satisfied by configuring a service level agreement?

A. Users are notified when they receive an assignment.

B. Transaction dispute cases are considered more urgent than address change cases.

C. Requests from customers with elite status go to a dedicated work group.

D. A transaction review is completed within 24 hours.

Correct Answer: D

QUESTION 3

Which rule can only return a true/false result when evaluating a condition?

A. Decision tree

B. Declare expression

C. When rule

D. Decision table

Correct Answer: C

Referencehttps://pdn.pega.com/declaratives-decisions-and-validation- overview/declaratives-decisions-and-validation-overview

QUESTION 4

A new hire process includes a Screen Job Applicant assignment. The recruiter who has been assigned the task should complete it within 24 hours. If the assignment is not completed in 24 hours, the system automatically sends an email notification to the hiring manager.

How would you configure the process to ensure that the director receives the email after the goal is passed?

A. Add a Send Email shape to the process after the assignment.

B. Add an SLA with an escalation action to the assignment.

C. Add the SendCorrespondence flow action to theassignment.

D. Add a notification to the assignment.

Correct Answer: B

QUESTION 5

An application allows bank customers to apply for a credit card. During the process of applying for the credit card, customers can elect to transfer a balance to the card. The bank currency offers three balance transfer options for customers applying for a new credit card:

1.

 0 percent interest for 6 months.

2.

 2.9 percent interest for 12 months.

3.

 3.9 percent interest for 24 months.

The bank requires that customers first elect whether to transfer a balance. If customers elect to transfer a balance, they must select one of the three options.

Which control allows you to display all the balance transfer offers on the form, but only allows the customer to select one offer?

A. Radio buttons

B. Check box

C. Picklist

D. Text area

Correct Answer: A

QUESTION 6

In an airline reservation application, users enter departure and return dates and submit for flight search. This is implemented as a flow action. You need to ensure that the return date is later than the departure date. You also need to copy the dates to a search parameter page that is used for flight search.

Select the two rule types that the flow action references to satisfy these requirements. (Choose two)

A. Edit Validate

B. Validate

C. Service Level

D. Data Transform

Correct Answer: BD

QUESTION 7

As part of an authorization process, you need to check whether members of a health care organization are eligible for

coverage based on the policy contract terms. Your application uses an activity to perform this evaluation. Which shape would you use to add the activity to the process?

A. Utility

B. Assignment

C. Connector

D. Subprocess

Correct Answer: A

QUESTION 8

Customer Service Representatives (CSRs) review customer requests to replace a lost or stolen credit card. Once the request is approved, customers are notified by letter of the expected delivery date for a replacement card typically within one week.

The CSR must be available to prioritize time-sensitive requests such as requests from customers who are on vacation. Time-sensitive requests are prioritized as follows:

-Customers receive a replacement card the next day.

-Fulfillment requests are sent to a dedicated workbasket.

-

 Customers receive notification of the expected delivery date by email. Which action for time-sensitive requests do you implement as an optional action?

A.

Increase the urgency for time-sensitive requests.

B.

Send the notificationby email rather than letter.

C.

Update the notification with the expected delivery date.

D.

Route fulfillment requests to a dedicated workbasket.

Correct Answer: B

QUESTION 9

A hotel reservation application has the following requirement: Users must select the destination city from a list of options. The list is filtered based on user entry. As a user types the city name, the list of options narrows. Which UI

control allows you to implement this requirement?

A. List to List

B. Menu

C. AutoComplete

D. Drop-down

Correct Answer: C

QUESTION 10

You have an approval process assignment to a loan request process. The requirement states that a request can be routed to one or more managers for their approval. The hierarchy of approvals depends upon the total dollar amount of the request. For example, Cost Center Managers approve requests that are less than USD25,000. A request of greater than or equal to USD25,000 requires the approval of the Cost Center Manager, corporate Vice President, and Vice President of Finance.

How would you configure the routing for the approval process assignment?

A. Configure a single level approval flow type and route to a workbasket accessible by the approvers.

B. Configure a cascading approval flow type based on an authority matrix.

C. Configure a single level approval flow typebased on an authority matrix.

D. Configure a cascading approval flow type based on the reporting structure of the current user.

Correct Answer: B

QUESTION 11

A Service Request case type has a CustomerGrade property. How do you set the value of the CustomerGrade property to Silver when a service request case is created?

A. Configure the CustomerGrade property with a default value.

B. Configure the pyDefault data transform to set the CustomerGrade property value.

C. Configure a declare expression to set the CustomerGrade property value.

D. Configure the first connector in the first flow rule to set the CustomerGrade property value.

Correct Answer: B

QUESTION 12

You are developing a purchase application that integrates with an external inventory management system. A _____ allows you to build the interface so that Pega can request information from the inventory management

system.

A. Report Definition

B. data page

C. service

D. connector

Correct Answer: D

QUESTION 13

On an Account Management form, you need to add a link control for changing the mailing address. When users click the link, the application runs a ChangeAddress flow in a modal dialog. How do you implement this requirement?

A. Configure the edit mode of the link to display the flow UI in a modal dialog.

B. Configure an action set on the link to launch the flow in a modal dialog.

C. Configure a visible when condition on the link to display the flow in a modal dialog.

D. Configure the flow to render its UI in a modal dialog instead of a section.

Correct Answer: B

QUESTION 14

The application contains a case type ORG-App-Work-PurchaseOrder. The case type uses an embedded page to hold customer information. The embedded page is of class ORG- App-Data-Customer. What would be the most appropriate "Applies To:" class for a section rule displaying customer information?

A. ORG-App-Work

B. ORG-App-Data-Customer

C. ORG-App-Data

D. ORG-App-Work-PurchaseOrder

Correct Answer: B

QUESTION 15

While preparing to release an application, you notice a guardrail violation on an activity you wrote. The activity copies the content of a previous customer order to the current order. How do you address the guardrail violation?

A. Justify the warning, since an activity is required in this situation.

B. Replace the activity with a data transform to copy the content of the previous order to the current order.

C. Identify an API activity to use in place of the activity you wrote.

D. Ignore the warning if the compliance score is 90 or greater, since the application is considered ready for release.

Correct Answer: B