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**QUESTION 1****DRAG DROP**

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing. Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Select and Place:

Description	Answer Area	Description	Three Pillars Element
Mobile			Microjourney
Check clearinghouse			Persona
A customer can deposit check through their mobile phone			Channel
Customer			Data
Payer account number			Interface

Correct Answer:

Description	Answer Area	Description	Three Pillars Element
		Check clearinghouse	Microjourney
		Customer	Persona
		A customer can deposit check through their mobile phone	Channel
		Mobile	Data
		Payer account number	Interface

QUESTION 2**DRAG DROP**

From the left, drag each report into the corresponding report type on the right.



Select and Place:

	Answer Area
The number of customer support request cases created per week	Business Reports
Average duration and timeliness per assignment	
Top 10 merchants with highest percentage of fraud cases	
Total customer inquiry cases per state per product line	Process Reports

Correct Answer:

	Answer Area
	Business Reports
	Top 10 merchants with highest percentage of fraud cases
	Total customer inquiry cases per state per product line
	Process Reports
	The number of customer support request cases created per week
	Average duration and timeliness per assignment

QUESTION 3

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

- A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.
- C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.



D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

QUESTION 4

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Assign a new insurance claim to a case worker to process.
- B. Phone a customer for additional information about the case.
- C. Fax a new insurance claim to the auto repair shop.
- D. Text the customer with status changes in an insurance claim.

Correct Answer: AD

QUESTION 5

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:

Description	Answer Area
A collection of related values that makes up a single employee record	
A collection of applicable discount codes	
A collection of shipping addresses associated with a customer account	

Description	Field Type
	Picklist
	Field group
	Field group list

Correct Answer:



Description	Answer Area								
	<table><tr><th>Description</th><th>Field Type</th></tr><tr><td>A collection of related values that makes up a single employee record</td><td>Picklist</td></tr><tr><td>A collection of applicable discount codes</td><td>Field group</td></tr><tr><td>A collection of shipping addresses associated with a customer account</td><td>Field group list</td></tr></table>	Description	Field Type	A collection of related values that makes up a single employee record	Picklist	A collection of applicable discount codes	Field group	A collection of shipping addresses associated with a customer account	Field group list
Description	Field Type								
A collection of related values that makes up a single employee record	Picklist								
A collection of applicable discount codes	Field group								
A collection of shipping addresses associated with a customer account	Field group list								

QUESTION 6

A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

- A. Update the existing Default theme text entry.
- B. Upload a new application theme.
- C. Run a case type that uses the component and change the font on the view.
- D. Add a new theme text entry to the application theme.

Correct Answer: B

QUESTION 7

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Manager Approves Request
- B. Approve Employee Request
- C. Request Approval
- D. Review Request

Correct Answer: D

**QUESTION 8**

A requirement for a hotel reservation case type states that as customers change their room selection, the total cost of the reservation updates accordingly. How do you satisfy this requirement?

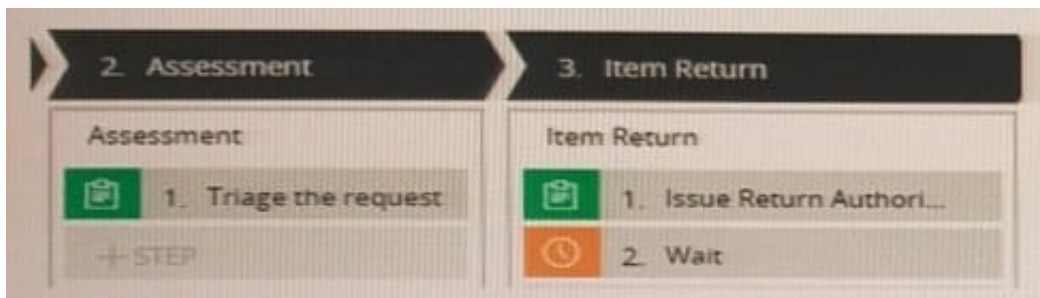
- A. Configure a calculation for the total cost held.
- B. Configure a validate condition for the total cost field.
- C. Configure a field group list for all the room types.
- D. Configure a when condition for the total cost field.

Correct Answer: C

Explanation: <https://collaborate.pega.com/question/test-process-flow>

QUESTION 9

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item Return process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 10

User A should have application permissions that are identical to User B's permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

- A. Add the My Cases page to the User A profile.



- B. Add the My Cases page to the User A role.
- C. Update the User A account to access the same portal as User
- D. Update User A to the same role as User B.

Correct Answer: D

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