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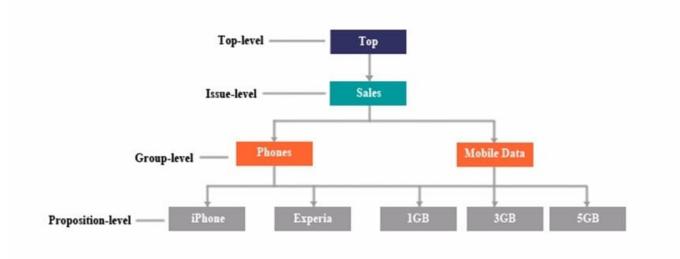
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QUESTION 1

MyCo, a mobile company, uses Pega Marketing, powered by Pega Customer Decision Hub, to display marketing offers to its customers on its website. The company would like to display more relevant offers to customers based on customer behavior. The following is the proposition hierarchy in the Next-Best-Action Designer.



Both the groups are configured with a relevancy strategy and eligibility criteria.

The company would like to arbitrate across the offers in the two groups and select the best offer based on customer behavior.

As a Strategy Designer, what must you configure in order to meet this requirement?

- A. Prioritization strategy
- B. Propensity at the group level
- C. Metrics of the adaptive model
- D. Target audience

Correct Answer: D

QUESTION 2

In a decision strategy, to remove propositions based on the current month, you use a ______.

- A. Calendar component
- B. Filter component
- C. date strategy property



D. calendar strategy property

Correct Answer: A

QUESTION 3

The number of results returned by an Interaction History component can be narrowed down based on

- A. the customer lifetime value
- B. the age of the customer
- C. a time period
- D. the total count of propositions in a given channel

Correct Answer: C

QUESTION 4

The Prioritize component sorts offers in _____.

- A. ascending order only
- B. descending order only
- C. random order
- D. ascending or descending order

Correct Answer: D

QUESTION 5

What is the key difference between a predictive model and human expert?

- A. Predictive models are more capable of detecting patterns in historical data.
- B. Humans are better at dealing with structured data and identifying patterns.
- C. Humans make successful predictions on a large amount of data.
- D. Predictive models always outperform human experts.

Correct Answer: A

QUESTION 6



A telecom company is interested in improving customer engagement on social media. However, there are hundreds of relevant messages posted on Twitter every day, and it is not practical for customer service representatives (CSRs) to

review and respond to all messages. Instead, CSRs should focus on negative messages.

What do you need to analyze the incoming messages?

- A. A text analyzer
- B. A text outcome filed
- C. An adaptive model for each negative response
- D. Historical data to build a predictive model

Correct Answer: A

QUESTION 7

Visual Business Director can be used to _____.

- A. import an inspect an external dataset
- B. compare two datasets
- C. predict customer behavior
- D. inspect interactions of a single customer
- Correct Answer: D

QUESTION 8

To which property is the output of a Predictive Model Markup Language (PMML) model automatically mapped?

- A. pxOutcome
- B. pxResult
- C. pxPMMLOutput
- D. pxSegment
- Correct Answer: A

QUESTION 9

You are a company with a new and unique product, and you would like to offer it to the right customer. Given the scenario, which is the most effective rule type?

A. Decision table



- B. Scorecard
- C. Adaptive Model
- D. Predictive Model
- Correct Answer: A

QUESTION 10

MyCo, an electronics company, wants to recommend television brands to their customers based on incoming emails. As a Strategy Designer working for MyCo, you create the following Next-Best-Action strategy: If the Email reason is Inquire Philips, what does the Results of the strategy contain?

