



PEGAPCSA84V1^{Q&As}

Pega Certified System Architect (PCSA) 84V1

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**QUESTION 1**

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

Correct Answer: B

QUESTION 2

Hot Pot

In the Answer Area, select the development team member that corresponds to each development task.

Hot Area:



	Pega Business Architect	Pega System Architect
Advocates for business user	<input type="radio"/>	<input type="radio"/>
Works with SMEs and stakeholders to understand business needs	<input type="radio"/>	<input type="radio"/>
Designs and configures the application	<input type="radio"/>	<input type="radio"/>
Defines application service level agreements and business rules	<input type="radio"/>	<input type="radio"/>
Contributes technical implementation skills	<input type="radio"/>	<input type="radio"/>

Correct Answer:

**Pega Business Architect****Pega System Architect**

Advocates for business user



Works with SMEs and stakeholders to understand business needs



Designs and configures the application



Defines application service level agreements and business rules



Contributes technical implementation skills



QUESTION 3

Users can select a check box to subscribe to a text messaging service. Selecting the check box displays a field for a user to enter a mobile phone number. How do you configure the application to display a field for entering a mobile phone number only when the check box is selected?

- A. Use a when condition in a data transform to determine whether to show the mobile phone number field.
- B. Use a when condition in the flow to branch the flow based on case data.
- C. Use a circumstance on the check box property to create a rule variant that is effective when the check box is selected.
- D. Use a when condition in the UI form to determine whether to show the mobile phone number field.

Correct Answer: D

QUESTION 4

A stakeholder prefers to group a set of existing actions into a multistep form. Which work item do you create in Agile workbench to address this change request?

- A. A Bug



B. Feedback

C. Status

D. User Story

Correct Answer: C

QUESTION 5

In which three situations can you use a data transform? (Choose Three)

A. To set the destination location as the arrival location

B. To create a new property after case creation

C. To set the default arrival date to five days in the future

D. To copy the first and last name properties into a single property value

E. To perform an action that allows the user to update a reservation

Correct Answer: CDE

QUESTION 6

Based on security factors, which two options are considered strong passwords? (Choose Two)

A. 1Lik3ChocolateandStrawberryIcecre@m

B. Pe6@5yst3m\$

C. d8073andgxn*,.ki;vnhdf(\$h8un

D. bluedoor

Correct Answer: BC

QUESTION 7

Drag and Drop

Select each Use Case on the left and drag it to the appropriate Router on the right.

Select and Place:

**Use Case****Answer Area****Routing configuration**

The team manager must approve all expense reports.

An agent who speaks French must work on the case if the customer indicates that their preferred language is French.

Accounts Receivable must audit incoming billing requests.

The same customer must complete the next data collection form.

Route to a specific user.

Route to a work queue.

Route based on business logic.

Route to the current user.

Correct Answer:

Use Case**Answer Area****Routing configuration**

An agent who speaks French must work on the case if the customer indicates that their preferred language is French.

The same customer must complete the next data collection form.

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Route based on business logic.

Route to the current user.

QUESTION 8

An order fulfillment case type allows a customer to update user profile information during the order placement stage. The user profile consists of the following three pages: Account ID and password Customer contact information A list of open orders with the status of each order How do you configure the case type to allow customers to update any of the user profile pages at any time during case processing?

- A. Add an optional process to the case workflow.
- B. Add a button for each profile page to each assignment.
- C. Add an alternate stage to the case life cycle.



D. Add a set of optional actions to the case workflow.

Correct Answer: D

QUESTION 9

A customer refund case type requires that an auditor receives an email notification if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

- A. Customer
- B. Interested individual
- C. Owner
- D. Work queue

Correct Answer: D

QUESTION 10

A hotel booking application allows customers to change rooms after making a reservation. Each room's status in each hotel is stored on a data page sourced from an external database table. Which two configuration options, when applied in combination, do you use to update the database table when a customer changes rooms? (Choose Two)

- A. A savable data page that contains the room information
- B. A when rule to trigger the database update
- C. A data transform to copy updates to the data page
- D. An editable data page that contains the room information

Correct Answer: CD

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