Pegasystems

PEGACPBA74V1 Exam

Pegasystem Certified Pega Business Architect (CPBA) 74V1

Questions & Answers
Demo

Question: 1

A life insurance company has satellite offices in various countries. Each satellite office has its own work queue. Company policy requires that life underwriting is assigned to offices based on the residence of the policy owner. Which routing approach supports this requirement?

A. Route the assignment to the correct work queue using skill-based routing

B. Route the assignment to a specific underwriter based on business logic

C. Route the assignment to the correct work queue based on business logic

D. Route the assignment to the correct work queue using an authority matrix

Answer: C

Question: 2

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case. Which option meets the needs of this requirement?

A. Add a stage with a start condition to the case workflow

B. Add an alternate stage to the case life cycle

C. Add an assignment to the case life cycle

D. Add an optional action to the case workflow

Answer: D

Question: 3

You are assigned to a Pega implementation project as a Pega business architect. Which task are you expected to perform?

A. Identify the initial backlog of case types

B. Organize the Project Kickoff meeting

C. Identify the scope of the initial release

D. Help to refine user stories ahead of a sprint

Answer: C

Question: 4

A customer applies for a credit card. In order for the credit card to be approved, the credit card consultant mustreceive the results of a credit check.

How do you configure the case types to reflect their relationship?

A. Make both loan request and credit check top cases

B. Make credit a child case of credit card request

C. Make credit card request a child case of credit check

D. Make credit check a spin-off case of credit card request

Answer: B

Question: 5

A survey is sent to a customer via email. How do you configure a solution to ensure the email includes the case ID for the survey?

A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog

B. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey

C. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis

D. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email

Answer: D

Question: 6

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 the corresponding step to an appropriate stage

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

Answer: B

Question: 7

In a help desk application, you have the following requirement: The Customer Support Representative mustrespond to a help desk ticket within 4 hours after a customer submits a ticket.

Where do you configure the service level to meet this requirement?

A. The stage

B. The step

C. The process

D. The case type

Answer: C

Question: 8

You are defining a user view for a loan application. If the loan applicant indicates there are one or more openaccounts, the Date account opened must be before the current date.

Select the approach that meets the validation requirements:

A. Use a pick list control to verify the Date account opened is in the past

B. Use a when rule to verify the Date account opened is in the past

C. Use a validate rule to verify the Date account opened is in the past

D. Use a calendar control to verify the Date account opened is in the past

Answer: B

Question: 9

Which two of the following scenarios are good candidates for rule delegation? (Choose two.)

A. Content of an email confirming a customer submission

B. Business policies controlled by regulatory compliance

C. The service level on expense reports

D. Password validation standards

Answer: A C

Question: 10

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim.

How do you configure the resolve process to support this requirement?

A. Route an Approval step to the required parties

B. Route the email to all the recipients in a Collect Information step

C. Add a Send Email step and include all required parties

D. Add a Send Email step as an optional action

Answer: C