Pegasystems

Exam PEGACSA72V1

Certified System Architect (CSA) 72V1

Verson: Demo

[Total Questions: 10]

Question No : 1

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.
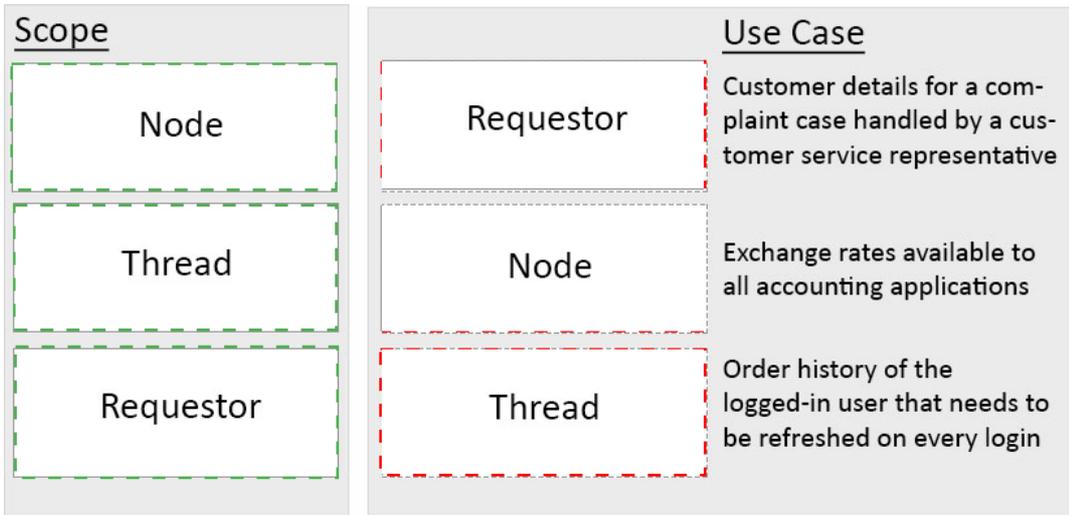
Answer: B

Question No : 2 DRAG DROP

Match each data page scope to its use case.

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

Answer:

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

Question No : 3

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers.

How would you configure the report definition?

A. Use the purchase requests column to group the cost centers.
B. Summarize the regional cost centers by count.
C. Filter the results so that only cost center and purchase requests are included in the report.
D. Summarize the purchase requests column by count.

Answer: D

Question No : 4

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.

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- 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.

Answer: B

Question No : 5

You are designing hotel booking forms for a travel application.

The first form contains two fields in which users enter a room type and the length of stay in days. A third field displays the total cost of the room.

The second form contains a field in which users select additional-cost options such as a sight-seeing tour. A second field displays the total cost of the options.

The third form contains a field that displays the grand total of the room and options.

Which two properties are considered source properties for the declare expression used to calculate the grand total? (Choose two.)

A. Options
B. Total cost of options
C. Length of stay
D. Total cost of room

Answer: A,D

Question No : 6

You need to copy data from a page with customer data to a page used for a credit payment. Most of the properties can be mapped as-is, but the first and last names must be concatenated into a full name. Which rule type would you use to copy the content?

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A. Data page
B. Data transform
C. Declare expression
D. Function

Answer: B

Explanation:

Referencehttp://pegasystems2.http.internapcdn.net/pegasystems2/lrd_and_reference_doc s/SSA_716_StudentGuide_20150211.pdf(page 251)

Question No : 7

In a purchase application, you allow customers to create purchase requests. Each purchase request contains a list of line items. Each line item holds the product identifier, quantity, and price. If a product is not in stock the application creates a purchase order. The purchase order is processed by the purchasing team.

Which two entities would you model as case types? (Choose two.)

A. Customer
B. Purchase order
C. Purchase request
D. Line item

Answer: B,C

Question No : 8

On a service level, the passed deadline interval is measured from _____.

A. When a user begins the assignment.
B. When the assignment is ready for a user.
C. The end of the deadline interval.

D. The end of the goal interval.

Answer: C

Explanation: References:

Question No : 9

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

Answer: C
Explanation:

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

Question No : 10 DRAG DROP

Match each development task to the appropriate role.

Development Task

Direct the development of an auditing process for purhase requests.

Design the class hierarchy of an application to share assests between IT and Accounting applications.

Configure a form to display the current department budget when entering a purchase request.

Role

System Architect

Lead System Architect

Senior System Architect

Answer:

Development Task

Direct the development of an auditing process for purhase requests.

Design the class hierarchy of an application to share assests between IT and Accounting applications.

Configure a form to display the current department budget when entering a purchase request.

Role

Configure a form to display the current department budget when entering a purchase request.   System Architect

Direct the development of an auditing process for purhase requests.   Lead System Architect

Design the class hierarchy of an application to share assests between IT and Accounting applications.   Senior System Architect

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