Question 1

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list.

How do you design the report to support this requirement?

Options:

A- Select Highest to Lowest sort type for Create Date.

B- Select Lowest to Highest sort type for Create Date.

C- Make the Create Date the first column in the report.

D- Add a filter condition where Create Date is greater than the current date.

Answer:

A

Explanation:

To sort the cases so the case with the most recent create date appears at the top of the list, you need to select the Highest to Lowest sort type for the Create Date column. This will arrange the cases in descending order of their creation date. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/reporting/87/sorting-and-grouping-columns-list-reports

Question 2

Direct Capture of Objectives (DCO) provides many benefits . Which of the following are benefits of DCO? (Choose Two)

Options:

A- Provide real-time awareness of project development to all project participants.

B- Automatically define and store application requirements.

C- Easily convert legacy operations to automated business processes.

D- Use working models to better facilitate business and IT collaboration.

Answer:

A, D

Explanation:

These two are benefits of DCO because they involve capturing, organizing, and storing information by using Pega's integrated solution, the Pega Platform. DCO enables business and IT to collaborate using a shared visual model that can automatically generate documentation and working models. DCO also provides real-time awareness of project development by using Pega tools and best practices to track progress and outcomes. Reference: https://www.pega.com/insights/articles/what-pega-dco

Question 3

Question Type: **MultipleChoice**

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

Options:

A- An accountant wants to list the largest order for the last month, for each customer account.

B- A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.

C- A sales representative wants to quote the cost of an insurance policy based on selected coverage options.

D- A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Answer:

B, C

Explanation:

These two use cases can be implemented by using one or more calculated fields because they involve setting the value of a calculated field based on one or more input fields. For example, the cost of painting a banquet hall can be calculated by multiplying the labor rate, the number of hours, and the area of the hall. The cost of an insurance policy can be calculated by adding the base premium and the selected coverage options. Calculated fields can use functions or custom calculations to express the relationship between fields. Reference: https://academy.pega.com/topic/calculated-values/v1

Question 4

Question Type: MultipleChoice

You are assigned to a pega implementation project as a pega business architect.

Which task are you expected to perform?

Options:

A- Identify the initial of case types.

B- Help to refine ahead of a sprint.

C- Identify the scope of the initial release.

D- Organize the project Kickoff meeting.

Answer:

B

Explanation:

A Pega Business Architect is expected to help to refine ahead of a sprint by applying design thinking and the Pega Express methodology to define the right scope and yield faster business results. A Pega Business Architect also facilitates discussions and drives decision making with stakeholders and subject matter experts using Pega tools and best practices. Reference: https://community.pega.com/roles/business-architect

Question 5

You need to fetch exchange rates that are updated on a daily basis from a web service and make them available in your application using a data page .

Which scope would you select for the data page?

Options:

A- Application

B- Request

C- Node

D- Thread

Answer:

B

Explanation:

it fetches exchange rates that are updated on a daily basis from a web service and makes them available in your application using a data page. A request scope for a data page means that the data page is loaded once per user session and is refreshed when the user logs out and logs back in. This way, the data page can provide the most up-to-date exchange rates for each user session. Reference:

Question 6

Question Type: **MultipleChoice**

In App Studio, when is the earliest opportunity to configure a user view for a step in a case life cycle?

Options:

A- You can configure the user view for a step any time after you configure the pick list data types.

B- You can configure the user view for a step after you create the entire case life cycle

C- You can configure the user view for a step before you start creating the case life cycle

D- You can configure the user view for a step you add that step to the case life cycle

Answer:

D

Explanation:

This answer is correct because it is the earliest opportunity to configure a user view for a step in a case life cycle in App Studio. A user view is a form that displays fields and controls for users to enter or view data related to a case or an assignment. In App Studio, you can configure a user view for a step after you add that step to the case life cycle by clicking on the View icon next to the step name. Reference: https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1 (Module 9: User Interface)

Question 7

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

Options:

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.

Answer:

C, D

Explanation:

These answers are correct because they demonstrate the need to configure correspondence, which is a way of communicating with external parties through email, fax, letter, or text message. Correspondence can be configured to send information or documents related to a case to customers, stakeholders, or other parties involved in the case. Reference: https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1 (Module 7: Correspondence)

Question 8

Question Type: MultipleChoice

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days.

To meet this requirement, you must set the_____. in the service level to five days.

Options:

A- deadline

B- priority

C- urgency

D- goal

Answer:

A

Explanation:

This answer is correct because it sets the maximum time allowed for resolving a medical claim case, as per the requirement. The deadline in the service level defines the time limit for completing a case or an assignment. If the deadline is reached, an escalation action can be triggered to notify or reassign the case or assignment. Reference: https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1 (Module 6: Service Levels)

Question 9

Question Type: MultipleChoice

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.

How do you suspend the parent case processing until the child cases are resolved?

Options:

A- Add an approval step to each of the child cases to resolve the cases.

B- Add a wait step to the parent case pausing the parent case until the child cases resolve.

C- Add a service level agreement to resolve the child cases within 90 days.

D- Add a 30-day wait to the parent case to allow time for the child cases to resolve.

Answer:

B

Explanation:

it suspends the parent case processing until the child cases are resolved, as per the requirement. The Wait step can be configured to pause the parent case until all child cases are resolved. This way, the parent case ensures that all child cases are completed before proceeding. Reference: https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1 (Module 5: Case Hierarchy)

Question 10

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.

The requirement changes to allow the parent case to continue before the child cases resolve.

How do you configure the Wait steps for this requirement?

Options:

A- Configure the Wait step to continue the parent case when the child cases reaches audit or approval.

B- Configure the Wait step to continue the parent case when the child cases reach the payment pending review status.

C- Configure the Wait step so that only one child case must resolve before the parent case can continue.

D- Configure the Wait step so users can choose to continue the parent case process regardless of child case status.

Answer:

B

Explanation:

it allows the parent case to continue before the child cases resolve, as per the requirement. The Wait step can be configured to resume the parent case when a specific status is reached in the child cases, such as payment pending review. This way, the parent case does not have to wait for the child cases to be fully resolved. Reference: https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1 (Module 5: Case Hierarchy)

Question 11

Question Type: **MultipleChoice**

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

Options:

A- Configure the Cancel button on the user views to resolve the case.

B- Add an alternate stage to the case life cycle.

C- Add a case wide action to the case workflow.

D- Add a stage-only action to each stage in the case workflow.

Answer:

C

Explanation:

To satisfy this user story, you need to add a case wide action to the case workflow. A case wide action is an action that users can perform at any point in the case life cycle, regardless of their current stage or assignment status. You can add a case wide action to allow users to cancel an open service request at any time and resolve the case accordingly. Reference: https://community.pega.com/knowledgebase/articles/case-management/86/configuring-case-wide-actions

Question 12

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

Options:

A- Set the goal to be the required response time based on policy and send notifications to both parties.

B- Set the deadline to be the required response time based on policy and send notifications to both parties.

C- Set the deadline to be the desired response time based on policy and sends notifications to both parties.

D- Set the goal to be the desired response time based on policy and send notifications to both parties.

Answer:

A, B

Explanation:

To satisfy this requirement, you need to create a service level that specifies both A and B options. A service level is a rule that defines time intervals and actions for completing an assignment or resolving a case. A service level has two components: goal and deadline. The goal defines when an assignment or case should be completed ideally, while the deadline defines when an assignment or case must be completed at latest. You can also configure actions to perform at each component, such as sending notifications, escalating urgency, etc. Reference: https://community.pega.com/knowledgebase/articles/case-management/86/configuring-service-levels