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Question 1

Question Type: MultipleChoice

wants an application to process a new customer loyalty account that the store uses for marketing and customer retention efforts. The customer enters their correct information. The data is stored in a data relationship with an external data source.

Which type of data relationship do you create?

Options:

- A- An embedded data field
- B- A case reference field
- C- A data reference field
- D- A query field

Answer:

C

Explanation:

For an application to process a new customer loyalty account with data stored in a data relationship with an external data source, you should create a data reference field.

Data Reference Field: This field type allows the application to reference and use data from an external source without embedding it directly within the case. This is suitable for maintaining up-to-date information and integrating with external systems.

Pega Academy: Data Management

Pega Documentation: Data Relationships and Integration

Question 2

Question Type: MultipleChoice

In an online banking application, a Transaction Inquiry Case creates a Fraud Investigation Case if the transaction is unauthorized. Transaction details are collected in the Transaction Inquiry Case and populated in the Fraud Investigation Case. What two actions achieve this configuration in App Studio? (Choose Two)

Options:

- A- Reference the transaction data from the parent Case in the child Case.
- B- Propagate the transaction data from the parent Case to the child Case.
- C- Configure Transaction Inquiry as a parent Case and Fraud Investigation as a child Case.
- D- Configure Fraud Investigation as a parent Case and Transaction Inquiry as a child Case.

Answer:

B, C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests case relationships.

A: Incorrect. Referencing is manual; propagation is automatic. Extract: Pega Academy, Case Management: "Propagation copies data automatically."

B: Correct. Propagation copies data to the child. Extract: Pega Academy, Case Management: "Propagate data from parent to child cases."

C: Correct. Transaction Inquiry is the parent. Extract: Pega Academy, Case Management: "Parent-child relationships define case hierarchy."

D: Incorrect. Fraud Investigation is the child. Extract: Pega Academy, Case Management: "Child cases are created from parent cases."

Question 3

Question Type: MultipleChoice

In an online shopping application, you use 1 to visualize data about recent returns. From the 2, you analyze return types and amounts. In the 3, you select a clustered column and add Case ID count, Return amount, and Purchase type fields. In the 4, you add a tooltip and update the legend.

Options:

- A- 1: Insights, 2: Explore Data, 3: Chart Editor, 4: Visualization Settings

- B- 1: Explore Data, 2: Insights, 3: Visualization Settings, 4: Chart Editor
- C- 1: Insights, 2: Chart Editor, 3: Explore Data, 4: Visualization Settings
- D- 1: Explore Data, 2: Chart Editor, 3: Insights, 4: Visualization Settings

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests data visualization.

1: Insights: Visualizes data. Extract: Pega Academy, Data Analysis: "Insights create visualizations."

2: Explore Data: Analyzes data. Extract: Pega Academy, Data Analysis: "Explore Data analyzes data sets."

3: Chart Editor: Configures charts. Extract: Pega Academy, Data Analysis: "Chart Editor sets chart types."

4: Visualization Settings: Adds tooltips, legends. Extract: Pega Academy, Data Analysis: "Visualization Settings customize charts."

A: Correct. Others misalign steps.

Question 4

Question Type: MultipleChoice

Which one of the following statements about channel interfaces is true?

Options:

- A- A persona requires a unique channel interface.
- B- All users see the same channel interface.
- C- User interfaces are also known as channel interfaces.
- D- Seating a channel interface creates a default work queue.

Answer:

C

Explanation:

User interfaces are also known as channel interfaces: In Pega, user interfaces are referred to as channel interfaces because they represent the different ways users interact with the application, such as through web, mobile, or other channels.

Question 5

Question Type: MultipleChoice

As a Pega Business Architect, with which three stakeholders do you collaborate to manage scope, timeline, and budget? (Choose Three)

Options:

- A- Project Delivery Lead
- B- Scrum Master
- C- Product Owner
- D- System Architect
- E- Business Analyst

Answer:

A, B, C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests stakeholder collaboration.

A: Correct. Leads manage project constraints. Extract: Pega Academy, Project Management: "Project Delivery Leads oversee scope and budget."

B: Correct. Scrum Masters manage timelines. Extract: Pega Academy, Agile Delivery: "Scrum Masters ensure timeline adherence."

C: Correct. Product Owners define scope. Extract: Pega Academy, Agile Delivery: "Product

Owners prioritize scope."

D: Incorrect. SAs implement, not manage. Extract: Pega Academy, Agile Delivery: "System Architects build solutions."

E: Incorrect. BAs support requirements. Extract: Pega Academy, Agile Delivery: "Business Analysts clarify requirements."

Question 6

Question Type: MultipleChoice

You are configuring an accident claim case with two child cases for an automobile insurance company, as shown in the following figure:



The business requirement changes to allow the parent case to continue independently of the child case processes, w do you configure the Wait step for this requirement?

Options:

- A- Configure the step so that users can continue with the parent case process regardless of child case status.
- B- Configure the step to continue the parent case when the child cases reach auditor approval.
- C- Configure the step to continue the parent case when the child cases reach the payment pending review status.
- D- Configure the step so that only one child case must be resolved before the parent case can continue.

Answer:

A

Explanation:

To configure a parent case to continue independently of its child cases, you need to adjust the Wait step settings in the parent case. By configuring the Wait step so that users can continue with the parent case process regardless of the child case status, the parent case does not need to wait for the child cases to reach a certain status or be resolved. This allows for parallel processing where the parent case progresses independently of the child cases.

Question 7

Question Type: MultipleChoice

A 1, also known as a team, shares resources and work across different business units, divisions, or across the entire organization without affecting organizational hierarchy. Each operator who is a member of the team receives Assignments from the 2 to their individual 3 to support the new cross-functional workflow.

Options:

- A- Work Group, Workbasket, Worklist
- B- Workbasket, Work Group, Worklist
- C- Worklist, Work Group, Workbasket
- D- Work Group, Worklist, Workbasket

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests work management concepts.

1: Work Group: A team sharing work. Extract: Pega Academy, Work Management: "A Work Group is a team sharing resources across units."

2: Workbasket: Assignments are pulled from workbaskets. Extract: Pega Academy, Work Management: "Workbaskets hold assignments for Work Groups."

3: Worklist: Individual assignments go to operators' worklists. Extract: Pega Academy, Work Management: "Assignments are routed to an operator's Worklist."

A: Correct (Work Group, Workbasket, Worklist). Others misalign roles.

Question 8

Question Type: MultipleChoice

In a mortgage application, the user creates a loan request. Before approving, the loan officer must receive appraisal results. How do you configure the Case Types to reflect this relationship?

Options:

- A- Make Loan Request a parent Case Type and Appraisal a child Case Type.
- B- Make both Loan Request and Appraisal parent Case Types.
- C- Make Appraisal a parent Case Type and Loan Request a child Case Type.
- D- Make Mortgage a parent Case Type, with Loan Request and Appraisal as child Case Types.

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests case relationships.

A: Correct. Loan Request is parent, Appraisal is child. Extract: Pega Academy, Case Management: "Parent cases create child cases for sub-tasks."

B: Incorrect. Both as parents is illogical. Extract: Pega Academy, Case Management: "Parent-child hierarchy is required."

C: Incorrect. Appraisal is a sub-task. Extract: Pega Academy, Case Management: "Child cases support parent tasks."

D: Incorrect. Mortgage is too broad. Extract: Pega Academy, Case Management: "Case Types reflect specific tasks."

Question 9

Question Type: MultipleChoice

The following validation criteria triggers an error message: Update Operator is equal to

"operationsdir@co.com" and Case Status is not equal to "Open". Which data set triggers the error?

Options:

- A- Update Operator = 'operationsdir@co.com', Urgency = 45, Case Status = 'Resolved'
- B- Update Operator = 'operationsmgr@co.com', Urgency = 45, Case Status = 'Open'
- C- Update Operator = 'operationsdir@co.com', Urgency = 50, Case Status = 'Open'
- D- Update Operator = 'operationsmgr@co.com', Urgency = 50, Case Status = 'Pending-Review'

Answer:

A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests validation logic.

A: Correct. Operator matches, and status is not Open. Extract: Pega Academy, Validation: "Validations trigger errors when conditions are met."

B: Incorrect. Operator doesn't match. Extract: Pega Academy, Validation: "All conditions must match for validation."

C: Incorrect. Status is Open. Extract: Pega Academy, Validation: "Validation fails if any condition is unmet."

Question 10

Question Type: MultipleChoice

Which requirement can you satisfy by using an optional action?

Options:

- A- An application randomly sends a survey to customers after case resolution.
- B- Reassign any Task that remains open after three days to another user.
- C- Allow a user to transfer a Case to another employee at any Stage.
- D- Require a separate approval Process whenever an order exceeds USD 10,000.

Answer:

C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests optional actions.

A: Incorrect. Random surveys use decision logic. Extract: Pega Academy, Decision Management: "Random actions use decision rules."

B: Incorrect. Reassignment uses SLAs. Extract: Pega Academy, Process Design: "SLAs handle task reassignment."

C: Correct. Transfers are optional actions. Extract: Pega Academy, Case Management: "Optional actions allow case transfers at any stage."

D: Incorrect. Approvals use processes. Extract: Pega Academy, Process Design: "Approval processes handle conditional approvals."

Question 11

Question Type: MultipleChoice

Select three responsibilities that a Pega Business Architect has in an Agile project. (Choose Three)

Options:

- A- Manage the project team's backlog.
- B- Develop scenarios to test application functionality.
- C- Plan current and future application needs.
- D- Assign IT team members user stories to work on.
- E- Execute the assigned work on schedule.

Answer:

B, C, E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests BA responsibilities.

A: Incorrect. Product Owners manage backlogs. Extract: Pega Academy, Agile Delivery: "Product Owners prioritize backlogs."

B: Correct. BAs develop test scenarios. Extract: Pega Academy, Business Architect Role: "BAs create scenarios for testing."

C: Correct. BAs plan application needs. Extract: Pega Academy, Business Architect Role: "BAs plan current and future requirements."

D: Incorrect. Scrum Masters assign stories. Extract: Pega Academy, Agile Delivery: "Scrum Masters facilitate story assignment."

E: Correct. BAs execute assigned tasks. Extract: Pega Academy, Business Architect Role: "BAs complete assigned work on schedule."

Question 12

Question Type: MultipleChoice

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days.

To meet this requirement you need to set the ____ in the service level to 5 days.

Options:

- A- urgency
- B- goal
- C- passed deadline
- D- deadline

Answer:

D

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