Free Questions for PEGAPCLSA86V2 by dumpssheet

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Question 1

users complain of difficulty creating a customer service request through facebook massenger. how do you address this issue?

Options:

A- add approximate matches to the response commands for the channel.

B- add approximate matches to the create case command (s) for the channel.

C- change the text analyzer configured for the channel.

D- add response commands to the channel

Answer:

C

Question 2

application ABC defines and creates survey cases based on a customer s profile. a second application, ABCproxy, is hosted in a cloud environment. the ABC proxy application creates a survey proxy case on demand from application ABC. The questions contained in the survey case are transferred to the survey proxy case. customers answer questions on the survey using the ABC proxy application. the completed survey information is passed back to the survey case created by application ABC. the company wants to use REST services to accomplish this interface. select and move the three options that are needed to satisfy the requirement to the configuration columns and place.

Options

- Issue a PUT from ABCProxy to populate answers on the Survey case.
- Create a Survey case and populate its questions.
- Issue a POST from ABC to create a SurveyProxy case.
- Issue a GET from ABCProxy to populate questions on the SurveyProxy case.
- Issue a PUT from ABC to populate questions on the SurveyProxy case.
- Create a SurveyProxy case and populate its questions.
- Issue a POST from ABCProxy to populate answers within the Survey case.

Configuration

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Answer:

Create a Survey case and populate its questions. Issue a POST from ABC to create a SurveyProxy case. Issue a POST from ABCProxy to populate answers within the Survey case.

Question 3

which two statements are correct with regard to inbound email processing? (choose two)

Options:

A- an incoming email reply is liked to its original case by the case ID in the subject of the email.

B- when creating a case from an email using the standard service activity, email attachments are automatically added as case attachments.

C- custom configuration is required to handle automatic reply and delivery status notifications.

D- if an email service executes an action, such as an approval, and the case is locked the email is queued and retried

Answer:

B, C

Question 4

Question Type: **MultipleChoice**

you want to expose a set of services for your application. Each service should be exposed as a separate WSDL. How do you accomplish this?

Options:

A- create a separate service package for each WSDL.

B- create a service listener for each WSDL.

C- Run the service wizard for each WSDL.

D- place the service rules in separate classes, one class per WSDL

Answer:

A

Question 5

Question Type: **MultipleChoice**

when a customer submits a credit card dispute, the application connects to an external service to retrieve all transaction made by the customer. the external service returns transactions ordered by date of transaction, in a descending, chronological order when a case worker reviews the dispute the application displays the 10 most recent transactions.

if the case worker does not see the disputed transaction in the list, the case worker can search for additional transaction the caseworker can filter search results on transaction date the transaction amount or the merchant name the search results display the 10 most recent transactions that satisfy the filter criteri

a. the case worker cannot paginate through the results.

how do you configure the response data transform to satisfy all of the requirements in the scenario?

Options:

A- configure the data transform to copy only the first 10 matching records to a page list property

B- configure the data transform to copy all of the records to a page list property

C- configure the data transform to copy all of the records to the data page

D- configure the data transform to use the first x pagination setting to copy only the first 10 results to the data page

Answer:

C

Question 6

Question Type: **MultipleChoice**

when a customer submits a credit card dispute, the application connects to an external service to retrieve all transactions made by the customer. the external service returns transactions ordered by date of transaction, in a descending, chronological order. when a case worker reviews the dispute, the application displays the 10 most recent transactions.

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a. the case worker cannot paginate through the results.

how do you configure the data page to satisfy all the requirements in the scenario?

Options:

A- create a node-level data page that uses a connector as its source.

B- create a thread-level data page with parameters that uses a connector as it source.

C- create a thread-level data page that uses a report definition as its source.

D- create a node-level data page with parameters that uses a report definition as its source

Answer:

B

Question 7

You imported a rule-admin-product (RAP) file that contains new features into a user acceptance testing(UAT) environment. Select the option that ensures basic functionality behaves as expected before inviting users to start acceptance testing.

Options:

A- Create a smoke test suite. Run the test suite using the pre-import process.

B- Create an ad hoc test suite. Run the test suite using the post-import process.

C- Create an integration test suite. Run the test suite using the Execute Test REST service

D- Create a regression test suite. Run the test suite using the automation server.

Answer:

D

Question 8

In the answer area, select the configuration for back-to=back processing on the follow action form so that getnextwork processing does not occur.

Back-to-back processing configuration
☐ Look for an assignment to perform
☐ If not found, look for assignments in other flows on this case
☐ If not found, look for assignments in flows on the parent case
☐ For each also consider assignments in workbaskets

If an assignment is not being performed
Show Harness   Confirm

Action buttons

Answer Area

Back-to-back processing configuration

Options:

A- Look for the assignment to perform.

B- If not found, look for other assignment in flows on this case

C- If not found, look for assignment in flows on the parent case

D- For each also consider assignments in workbaskets

Answer:

A

Question 9

A pega application has cases that represent customer accounts each with many members.

When a member of a customer account registers with the application through an offline

component, a related registration transaction is recorded. An advanced agent updates the

customer account cases with new members. The application is running in a multimode

system and advanced agents are enabled on all nodes. Which two elements are valid design

choices? (choose two)

Options:

A- Use the optimistic locking option on the case types.

B- Create a Registration subcase configured to run in offline mode.

C- Leverage the default object lock contention requeuing capability.

D- Override DetermineLockString to use .AccountID instead of .pyID as the lock string.

Answer:

B, C

Question 10

Question Type: MultipleChoice

Finco corporation uses pega to perform the majority of the mortgage underwriting tasks. After gathering the initial data, the mortgage case pauses and waits for the credit report

The credit report is a separate case, located in the same class group as the mortgage case, and typically resolves within 24 hours. After the credit report is complete, the application routes the mortgage case to the specialist.

Which of the following options is the optimal solution to route the mortgage case to the specialist when the credit report is complete?

Options:

A- Add a wait shape to the mortgage flow with a case dependency to advance the mortgage flow to the next assignment when the credit report case is resolved.

B- Insert a credit report assignment in the mortgage flow with a SLA to check the status of the credit report case and call the ResumeFlow activity when the credit report case completes.

C- Include a split join shape in the mortgage flow to include the credit report flow. Use the All option on the split join shape to ensure the credit report is complete before routing to the specialist.

D- Modify the credit report flow to move the mortgage case to the specialist. The application routes the assignment to the specialist with the least amount of work.

Answer:

A