Pegasystems PEGACPDC25V1 Practice Questions

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Question 1

Question Type: MultipleChoice

U+ Bank wants to offer credit cards only to low-risk customers. The customers are divided into various risk segments from Good to Very Poor. The risk segmentation rules that the business provides use the Average Balance and the customer Credit Score.

As a decisioning architect, you decide to use a decision table and a decision strategy to accomplish this requirement in Pega Customer Decision Hub.

Using the decision table, which label is returned for a customer with a credit score of 240 and an average balance 35000?

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Options:

A- Very Poor
B- Good
C- Fair
D- Poor

Answer:

D

Explanation:

Using the decision table, you can find the label for a customer with a credit score of 240 and an average balance of 35000 by following these steps:

Start from the top row and check if the customer's credit score is less than 150. If yes, then the label is Very Poor. If no, then move to the next row.

Check if the customer's credit score is less than 175 and their average balance is less than 25000. If yes, then the label is Poor. If no, then move to the next row.

Check if the customer's credit score is less than 200 and their average balance is less than 50000. If yes, then the label is Fair. If no, then move to the next row.

Check if the customer's credit score is less than 250 and their average balance is less than 75000. If yes, then the label is Good. If no, then move to the last row.

The last row applies to all other cases that do not match any of the previous conditions. The label for this row is Very Poor.

In this case, the customer's credit score is not less than 150, so the first row does not apply. The customer's credit score is less than 175, but their average balance is not less than 25000, so the

second row does not apply either. The customer's credit score is not less than 200, so the third row does not apply. The customer's credit score is less than 250 and their average balance is less than 75000, so the fourth row applies. Therefore, the label for this customer is Poor.

Question 2

Question Type: MultipleChoice

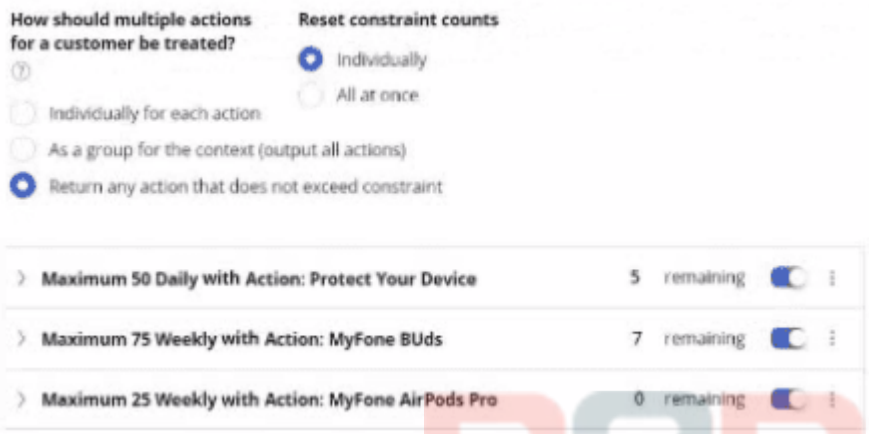
In the following figure, a volume constraint uses the Return any action that does not exceed constraint mode with the three following action type constraints that have remaining limits:

1.Maximum 50 Daily with Action: Protect Your Device, 5 remaining

2.Maximum 75 Daily with Action: MyFone Buds, 7 remaining

3.Maximum 25 Daily with Action: MyFone AirPods Pro, 0 remaining

A customer, CUST-01, qualifies for all the three actions. Given this scenario, how many actions does the system select for CUST-01 in the outbound run?



Options:

A- 3
B- 0
C- 2
D- 1

Answer:

C

Question 3

Question Type: MultipleChoice

A financial institution has created a new policy that states the company will not send more than 500 emails per day. Which option allows you to implement the requirement?

Options:

A- Suppression rules
B- Outbound channel limits
C- Applicability rules
D- Volume constraints

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Answer:

D

Explanation:

Volume constraints allow you to limit the number of times an action is presented to customers across one or more channels. You can use volume constraints to implement a policy that restricts the number of emails sent per day. Outbound channel limits are used to limit the number of customers contacted per channel per run, not per day. Suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases. Applicability rules are used to determine whether an action is relevant for a customer based on their profile or context, not based on the number of times the action is presented. Verified Reference:Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

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Question 4

Question Type: MultipleChoice

To access a property from an unconnected component, you use the

Options:

A- customer-dot-property construct
B- property value

C- component-dot-property construct
D- dot-property value directly

Answer:

C

Explanation:

To access a property from an unconnected component, you use the component-dot-property construct. For example, if you want to access the property .Rank from an unconnected component named ActionRanking, you use ActionRanking.Rank. Verified Reference:Pega Academy - Decisioning Consultant - Accessing properties from unconnected components

Question 5

Question Type: MultipleChoice

A financial institution's NBA team discovers that they need to modify their risk assessment strategy and edit a scorecard used for loan approvals. The team lead reviews the available options in 1:1 Operations Manager to determine the most appropriate approach to implementing these changes.

Which approach should the team lead use to implement these strategy and scorecard modifications?

Options:

A- Create a new revision in 1:1 Operations Manager, followed by a new change request in the Customer Decision Hub portal
B- Submit an Other request type in the Customer Decision Hub portal
C- Submit a Create new action request in 1:1 Operations Manager
D- Submit an Update existing action request in 1:1 Operations Manager

Answer:

B

Question 6

Question Type: MultipleChoice

U+ Bank wants to use Pega Customer Decision Hub to show the Reward Card offer on its website to the qualified customers. In preparation, the action, the treatment, and the real-time container are already created. As a decisioning architect, you need to verify the configurations in the Channel tab of the Next-Best-Action Designer to enable the website to communicate with Pega Customer Decision Hub.

To achieve this requirement, which two tasks do you ensure are complete in the Channel tab of the Next-Best-Action Designer? (Select Two)

Options:

A- Define the starting population.
B- Enable a web channel.
C- Map the real-time container to a business structure level.
D- Add contact policy rules.

Answer:

B, C

Explanation:

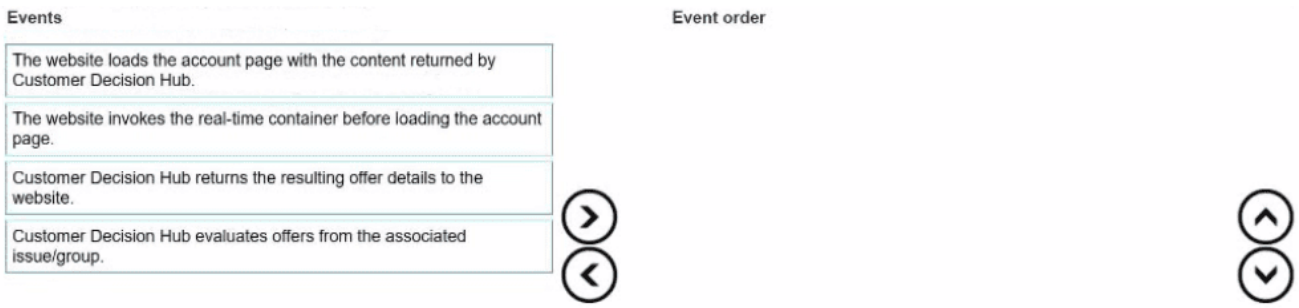
To achieve this requirement, you need to ensure that two tasks are complete in the Channel tab of the Next-Best-Action Designer: enable a web channel and map the real-time container to a business structure level. A web channel is a type of channel that allows you to deliver actions and treatments to your customers through your website or web app. You need to enable a web channel and configure its settings, such as authentication, security, and response format. A real-time container is a configuration that defines how to deliver actions and treatments to a specific channel. You need to map the real-time container that contains the Reward Card offer to a business structure level, such as Top-level or Issue-level, so that it can be available for delivery through the web channel. Verified Reference: [Pega Academy - Decisioning Consultant - Configuring channels], [Pega Academy - Decisioning Consultant - Configuring real-time containers]

Question 7

Question Type: OrderList

The U+ Bank marketing department wants to leverage the next-best-action capability of Pega Customer Decision Hub on Its website to promote new offers to each customer.

Place the events in the sequential order.



Answer:

The website invokes the real-time container before loading the account page.Customer Decision Hub evaluates offers from the associated issue/group.Customer Decision Hub returns the resulting offer details to the website.The website loads the account page with the content returned by Customer Decision Hub.

Question 8

Question Type: MultipleChoice

U+ Bank wants to send promotional emails related to credit card offers to their qualified customers. The business intends to use the same action flow template with the desired flow pattern for all the credit card actions.

What do you configure to implement this requirement?

Options:

A- File template
B- Dynamic template
C- Output template
D- Email treatment

Answer:

B

Explanation:

To implement this requirement, you need to configure a dynamic template in Customer Decision

Hub. A dynamic template is a type of template that allows you to define a common action flow pattern for a group of actions that share similar characteristics, such as channel, issue, or group. You can specify which properties and components are required for each action in the group, and how they are mapped to the action flow template. This way, you can reuse the same action flow template for all the credit card actions, while still allowing some variations in their content and configuration. Verified Reference:Pega Academy - Decisioning Consultant - Creating dynamic templates

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