Pegasystems PEGACPSA23V1 Practice Questions

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Question 1

Question Type: MultipleChoice

A user view includes a list of four urgency options selectable by radio buttons. How do you configure the selection list?

Options:

A- Configure a field group with selectable urgency options.
B- Configure a drop down field with selectable urgency options.
C- Configure a picklist with radio buttons for the urgency options.
D- Configure a Boolean field with selectable urgency options.

Answer:

C

Explanation:

For a user view that includes a list of four urgency options selectable by radio buttons, the goal is to present a single choice among predefined options in a user-friendly manner.

C . Configure a picklist with radio buttons for the urgency options: This approach directly meets the requirement by allowing users to select one urgency level from the provided options using radio buttons. A picklist configured with radio buttons effectively presents discrete choices in a clear format, ensuring that only one urgency option can be selected at any time, which aligns with the functionality described.

Configuring a field group (A) is generally used for grouping related fields but does not inherently provide the singular selection mechanism of radio buttons.

Question 2

Question Type: MultipleChoice

You are building a new booking application in pega platform with a case type that displays a customer's various accounts and allows them to make banking transactions. The transaction data object allows customers to dispute a transaction. The system provides a drop-down list of reasons for the dispute, which are collected along with the transaction ID. According to pega best practices, which option do you use to source the transaction data object?

Options:

A- External system of record
B- A data page
C- Pega platform system of record
D- No system of record

Answer:

B

Explanation:

For sourcing a transaction data object in a booking application, particularly when listing reasons for a transaction dispute:

B . A data page. This option is typically recommended for sourcing data objects in Pega applications because data pages allow for efficient data management and can be configured to pull data from various sources, including external systems or internal databases. This ensures that data remains dynamic, up-to-date, and is efficiently managed within the application framework.

Question 3

Question Type: MultipleChoice

An international online car parts business wants customers to find parts for any vehicle easily. You are asked to implement the following requirement: Customers muse Choose a make, model, and year to initiate a vehicle-specific search. How do you configure the data storage in the application to implement the requirement?

Options:

A- Configure a data page to store the make, model, and year vehicle data.
B- Configure a connection to an external system of record that contains the make, model, and year vehicle data.
C- Configure a static list of the make, model, and year vehicle data.
D- Configure a local data storage of the make, model, and year vehicle data.

Answer:

B

Explanation:

For an international online car parts business aiming to facilitate vehicle-specific searches by customers based on make, model, and year, integrating with a comprehensive, up-to-date database is crucial.

B . Configure a connection to an external system of record: This approach leverages an existing, authoritative source of vehicle data, ensuring that customers have access to accurate and comprehensive information for their searches. By establishing a connection to an external system of record, the application can dynamically access the latest vehicle data without the need for manual updates or maintenance, enhancing the search functionality's reliability and coverage.

Configuring a data page (A) could support data access but would still require a data source, potentially from an external system. A static list (C) may quickly become outdated due to the vast and evolving variety of vehicles. Local data storage (D) offers control but might lack the breadth or current data found in specialized external systems.

Question 4

Question Type: MultipleChoice

Customers on a hotel booking application can add additional amenities to their reservation. The application displays a view with the available amenities, descriptions and costs. To reduce scrolling, the content is organized into multiple areas. Each area is accessed using a drop down menu that lists each amenity.

How do you configure the user interface to improve access to the content and achieve the business requirement described?

Options:

A- Configure a disable when condition on each field to allow access when the associated amenity is selected on the drop down control.
B- Configure a repeating dynamic layout with an embedded section for each amenity and set the layout format to grouped.
C- Configure a layout group to separate each amenity into individual panels and set the layout to a menu format.
D- Configure a visible when condition on the drop down control to display each section when the associated amenity is selected.

Answer:

C

Explanation:

Configuring a layout group with a menu format is the most effective way to organize content into multiple areas within a hotel booking application, minimizing the need for excessive scrolling. This configuration allows each amenity to be separated into individual panels accessible via a dropdown menu, providing a clean, organized, and user-friendly interface. This approach enhances the user experience by allowing users to easily navigate through different amenities without the clutter of all options being displayed simultaneously.

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Question 5

Question Type: MultipleChoice

In which three situations can you use a data transform? (Select Three)

Options:

A- To copy the first and last name properties into a single property value
B- To execute a flow action
C- To create the dependent property after case creation
D- To set default values for a case
E- To display the destination value as the location value

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Answer:

A, C, D

Explanation:

Data transforms are versatile tools in Pega used for manipulating and setting property values. They are suitable for: A. Combining first and last names into a single property value, thereby consolidating data. C. Creating and initializing properties that depend on other data inputs or events occurring post-case creation. D. Setting initial or default values for properties within a case to standardize data inputs or to streamline case processing.

Question 6

Question Type: MultipleChoice

How do you reference the State property on an Address page group with the index Home?

Options:

A- .Address(Home).State
B- .Home.State.Address
C- .Home(Address).State
D- .Address.Home.State

Answer:

A

Explanation:

In Pega, when referencing a property within a page group, the correct syntax involves specifying the page group name followed by the index in parentheses, and then the property name. In this case, .Address(Home).State correctly specifies that the 'State' property should be accessed from the 'Home' index within the 'Address' page group. This syntax is essential for accurately navigating complex data structures in Pega applications.

Question 7

Question Type: MultipleChoice

To qualify for an instant loan, an applicant must be older than 21 and have a monthly income of atleast USD2000. How do you enforce these restrictions?

Options:

A- Use two Edit Validate rules: one for age and one for income.
B- Use a single Validate rule with two conditions: one for age and one for income.
C- Configure the Ul controls to only accept values geater than 21 for age and USD2000 for income.
D- Use two Validate rules: one for age and one for income.

Answer:

B

Explanation:

To enforce restrictions that an applicant must be older than 21 and have a monthly income of at least USD 2000 for an instant loan qualification, using a single Validate rule that includes both conditions is efficient. This method consolidates the validation logic into one rule, making the process streamlined and easier to manage and update, should the criteria change in the future.

Question 8

Question Type: MultipleChoice

An order fulfillment case type allows a customer to update user profile information during the order placement stage. The user profile consists of the following three pages:

Account ID and password Customer contact information A list of open orders with the status of each order.

How do you configure the case type to allow customers to update any of the user profile pages at any time during case processing?

Options:

A- Add an optional process to the case workflow.
B- Add a button for each profile page to each assignment.
C- Add an alternate stage to the case life cycle.
D- Add a set of optional actions to the case workflow

Answer:

D

Explanation:

To enable customers to update any of the user profile pages (Account ID and password, Customer contact information, A list of open orders with the status of each order) at any time during case processing in an order fulfillment case type, flexibility and accessibility are key.

D . Add a set of optional actions to the case workflow: Optional actions provide a mechanism for

incorporating activities that can be initiated by the user at their discretion, outside the primary progression of the case. By defining optional actions for updating each area of the user profile, customers are afforded the flexibility to make updates whenever necessary throughout the case lifecycle, without being constrained to specific stages or assignments.

Adding an optional process (A) could introduce the functionality but might be less direct than optional actions for specific updates. Adding a button for each profile page to each assignment (B) might unnecessarily complicate each assignment's UI. An alternate stage (C) typically represents a divergent path in the case lifecycle for handling exceptions or additional processes and might not provide the anytime accessibility characteristic of optional actions.

Question 9

Question Type: MultipleChoice

ABC BankCorp operates two subsidiaries, GloboBank and LocalBank, with different brandings. ABC BankCorp wants to create a mobile app experience for both users and customer service representatives (CSRs) for its Transaction Dispute application.

Of the following requirements, which two options affect the number of mobile app channels that you need to configure? (Choose Two)

Options:

A- Mobile apps must support both phones and tablets.
B- Customers can create only dispute cases, while CSRs can also create fraud report cases.
C- Mobile app color palette is customized for each subsidiary.
D- The app customizes currency units and date/time format according to the user's locale.

Answer:

B, C

Explanation:

When configuring mobile app channels for ABC BankCorp's Transaction Dispute application to accommodate GloboBank and LocalBank, certain requirements directly influence the need for separate channels due to differing functionalities or branding.

B . Customers can create only dispute cases, while CSRs can also create fraud report cases: This requirement indicates a functional difference between the apps intended for customers and CSRs. The ability of CSRs to handle additional case types (fraud report cases) necessitates a tailored app configuration to support these distinct functionalities, likely leading to the need for

separate app channels for customers and CSRs.

C . Mobile app color palette is customized for each subsidiary: The requirement for subsidiary-specific branding, including color palettes, directly impacts the app's UI design. To maintain distinct brand identities for GloboBank and LocalBank within the app, separate mobile app channels would be required to accommodate the different branding elements for each subsidiary.

Supporting both phones and tablets (A) and customizing currency units and date/time format according to the user's locale (D) are requirements that can typically be met within a single mobile app channel through responsive design and localization features, and thus do not inherently require multiple app channels.

Question 10

Question Type: MultipleChoice

You are asked to build a report listing customer order cases with an Order Total value over USD10000 sorted by Creation date (pxCreateDate). The report should display the following three fields: Case ID (pylD), Customer ID, and Order Total. Which property or property combination should you optimize to improve performance?

Options:

A- Order Total
B- pxCreateDate
C- Customer ID and Order Total
D- pxCreateDate and Order Total

Answer:

A

Explanation:

To improve the performance of a report listing customer order cases where the Order Total value is a critical criterion:

A . Order Total. Optimizing the Order Total property allows for faster sorting and filtering operations specifically on this field, which is crucial for performance, especially when dealing with large datasets where queries are based on financial thresholds.

Question 11

Question Type: MultipleChoice

You are developing a Visa case type to process visa applications. As part of the process, applicants need to schedule an interview with the consulate. A child Interview case is created for the interview process and assessment.

Following the interview, it typically takes 48 hours for the consulate to reach a decision. For the visa case to proceed to applicant notification, the Interview case needs to be resolved.

How do you configure a case type to achieve the required behavior?

Options:

A- Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved and after 48 hours have elapsed.
B- Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until 48 hours have elapsed.
C- Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved.
D- Add a Create Case step that creates the Interview child case. There is no need to add a Wait step.

Answer:

C

Explanation:

To configure a case type that properly manages the progression of a visa application contingent upon the resolution of an Interview child case:

C . Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved. This approach ensures that the main Visa case does not proceed to the next phase until the Interview child case is fully resolved, aligning the process flow with the actual completion of necessary steps. The 48-hour period for decision-making is likely internal to the consulate's process and does not affect the configuration of the wait condition in the case type.

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