



Free Questions for PEGAPCBA87V1 by actualtestdumps

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Question 1

Question Type: MultipleChoice

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

Options:

- A- Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B- Add each vehicle claim as a child case of the accident claim.
- C- Add an optional process to pause the accident case until the vehicle claims are paid.
- D- Add a parallel process for vehicle claims in the accident claim resolution stage.

Answer:

B, D

Explanation:

Adding each vehicle claim as a child case of the accident claim will prevent the accident claim case from resolving until all vehicle claims are resolved. Additionally, adding a parallel process for vehicle claims in the accident claim resolution stage will also prevent the accident claim from resolving until all vehicle claims are resolved.

Question 2

Question Type: MultipleChoice

How do you provide users with guidance for completing a form and avoid the need for application training?

Options:

- A- Add an optional action to the case to explain the task.
- B- Send a notification to the assigned user.
- C- Add an instruction to the assignment.
- D- Add the corresponding step to an appropriate stage.

Answer:

C

Explanation:

Adding an instruction to the assignment will provide users with guidance for completing a form and avoid the need for application training.

Question 3

Question Type: MultipleChoice

How do you route an assignment so that any available member of the Finance department can perform the task?

Options:

- A- Route the assignment to a work list.
- B- Route the assignment to the admin user ID.
- C- Route the assignment separately to all members.
- D- Route the assignment to a work queue.

Answer:

D

Explanation:

Routing the assignment to a work queue will allow any available member of the Finance department to perform the task.

Question 4

Question Type: MultipleChoice

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

Options:

- A- Apply an urgency value to the deadline interval.
- B- Adjust the default assignment urgency value.
- C- Apply an urgency value to the goal interval.
- D- Add an escalation action to the goal interval.

Answer:

B

Explanation:

Adjusting the default assignment urgency value will increase the likelihood that the assignment is completed before the deadline.

Question 5

Question Type: MultipleChoice

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

Options:

- A- Configure the case type to create temporary cases.
- B- Add a decision shape to the process.
- C- Configure the stage to resolve the case.
- D- Add a Persist case step to the case life cycle.

Answer:

B, D

Explanation:

The decision shape will allow the customer to make a choice about whether to make changes to their membership, and the Persist case step will ensure that the case is stored and can be accessed at a later time.

Question 6

Question Type: MultipleChoice

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

Options:

- A- Configure the case type to create temporary cases.
- B- Add a decision shape to the process.
- C- Configure the stage to resolve the case.
- D- Add a Persist case step to the case life cycle.

Answer:

B, D

Explanation:

The decision shape will allow the customer to make a choice about whether to make changes to their membership, and the Persist case step will ensure that the case is stored and can be accessed at a later time.

Question 7

Question Type: MultipleChoice

How do you provide users with guidance for completing a form and avoid the need for application training?

Options:

- A- Add an optional action to the case to explain the task.
- B- Send a notification to the assigned user.
- C- Add an instruction to the assignment.
- D- Add the corresponding step to an appropriate stage.

Answer:

C

Explanation:

Adding an instruction to the assignment will provide users with guidance for completing a form and avoid the need for application training.

Question 8

Question Type: MultipleChoice

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

Options:

- A- Apply an urgency value to the deadline interval.
- B- Adjust the default assignment urgency value.
- C- Apply an urgency value to the goal interval.
- D- Add an escalation action to the goal interval.

Answer:

B

Explanation:

Adjusting the default assignment urgency value will increase the likelihood that the assignment is completed before the deadline.

Question 9

Question Type: MultipleChoice

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

Options:

- A- Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B- Add each vehicle claim as a child case of the accident claim.
- C- Add an optional process to pause the accident case until the vehicle claims are paid.
- D- Add a parallel process for vehicle claims in the accident claim resolution stage.

Answer:

B, D

Explanation:

Adding each vehicle claim as a child case of the accident claim will prevent the accident claim case from resolving until all vehicle claims are resolved. Additionally, adding a parallel process for vehicle claims in the accident claim resolution stage will also prevent the

accident claim from resolving until all vehicle claims are resolved.

Question 10

Question Type: MultipleChoice

How do you route an assignment so that any available member of the Finance department can perform the task?

Options:

- A- Route the assignment to a work list.
- B- Route the assignment to the admin user ID.
- C- Route the assignment separately to all members.
- D- Route the assignment to a work queue.

Answer:

D

Explanation:

Routing the assignment to a work queue will allow any available member of the Finance department to perform the task.

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