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Pegasystems

PEGACPSA88V1

Certified Pega System Architect 8.8 Certification

Question: 15

A new case type for voiceover requests includes two tasks Edit Script and Record Script Your team has been asked to route Edit Script tasks to editors and Record Script tasks to actors.

Which approach fulfills this requirement?

Available Choices (select all choices that are correct

A. Create one work group for both personas and route to the work group
B. Create one new work queue and spirt the tasks by type
C. Create two new work queues one for editors and one for actors
D. Create two new work groups in Dev Studio that reference one work queue

Answer: C

Explanation:

To fulfill this requirement, you can create two new work queues one for editors and one for actors.

Work queues are used to route tasks to groups of users who share similar skills or responsibilities.

You can then route Edit Script tasks to the editors work queue and Record Script tasks to the actors work queue.

Reference: https://community.pega.com/knowledgebase/articles/case-management/88/routing-work-queues

Question: 16

A travel authorization requires approvals from the requestors manager, division VP. and possibly an accountant based on the total amount.

Which configuration satisfies this use case? Available Choices (select all choices that are correct)

A. Cascading approval using an authority matrix
B. Cascading approval using the workgroup manager
C. Cascading approval using when rules to identify the assigned user
D. Cascading approval using the reporting manager

Answer: A,D

Explanation:

Option A is correct because an authority matrix is used to define a sequence of approvers based on certain attributes of the case, such as the total amount.

Option D is correct because a reporting manager is typically used to determine the next approver in a cascading approval process. In this scenario, the requester's manager, division VP, and potentially an accountant would need to approve, and this is a common approval hierarchy in business environments.

Option B is incorrect because a workgroup manager wouldn't be involved in a cascading approval process. Workgroup managers generally oversee the workload of a group of users and wouldn't typically be involved in specific case approvals.

Option C is incorrect because although 'when' rules could be used to dynamically determine if an approval is necessary, they would not identify the specific user (in this case, the assigned user) to approve the request.

Question: 17

The business process for an automobile insurance claim consists of the following phases

â¢ Submission The customer contacts a customer service representative (CSR) to file the claim

â¢ Review An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs

â¢ Repair A third party performs the repairs on each vehicle communicating with the adjuster and customer as necessary

â¢ Verification After each vehicle repair, the adjuster closes the claim.

According to Pega best practices which phase can you implement as a child case?

A. Submission
B. Repair
C. Verification
D. Review

Answer: B

Explanation:

To implement this requirement, you can implement the Repair phase as a child case. A child case is a case that is created and processed as part of another case, called the parent case. A child case can run independently of the parent case and can have its own life cycle, data, and service levels. By using a child case for the Repair phase, you can allow the parent case to continue independently of the child case processes.

Reference: https://community.pega.com/knowledgebase/articles/case-management/88/creating-child-cases

Question: 18

A meal delivery service recommends a meal plan based on the number of people in the household and dietary restrictions.

Which two configurations must be used together to determine the recommended meal plan? (Choose two).

Available Choices (select all choices that are correct)

A. Configure an assignment to gather customer information
B. Configure a decision table
C. Configure a decision tree
D. Configure a decision shape to add a conditional path

Answer: A,B

Explanation:

An assignment is used in a case type to collect information from a user. In this case, the assignment would be used to gather the number of people in the household and their dietary restrictions.

A decision table is a rule type that you can use to define actions that your business process takes, based on multiple conditions. In this case, it would be used to map the collected information (number of people and dietary restrictions) to a recommended meal plan.

Question: 19

n a purchase request case type, you have the following requirement Purchase requests should automatically go to the manager of an employee to meet this requirement, you design a case with a. Available Choices (select all choices that are correct)

A. change stage step to allow the employee to route to the manager
B. step that routes to the manager
C. stage to route requests to the manager
D. process that routes to the manager

Answer: B

Explanation:

To meet this requirement, you can design a case with a step that routes to the manager. A step is an action that users or systems perform to advance a case toward resolution. You can configure a step to route to a specific user or group of users based on their role, skill, availability, or reporting structure.

Reference: https://community.pega.com/knowledgebase/articles/case-management/88/adding-steps-case-life-cycle

Question: 20

In which two situations is it appropriate to use a decision table? (Choose two. Available Choices (select all choices that are correct)

A. dance studio recommends a membership type based on the number and type of dance classes the customer wants to attend every month
B. Order total is calculated based on the quantity and price of the items in the customer's shopping cart
C. A hair care company suggests a line of products to customers based on their hair type, scalp moisture, hair moisture, and whether it is color-treated.
D. If customers decide to add insurance, checked bags or early boarding to their airtine tickets extra fees are added to their order total

Answer: A,C

Explanation:

In these two situations, it is appropriate to use a decision table because they involve deriving values that have one of a few possible outcomes based on multiple variables. For example, the dance studio can use a decision table to recommend different membership types based on different combinations of number and type of dance classes. The hair care company can use a decision table to suggest different product lines based on different combinations of hair characteristics.

Reference: https://academy.pega.com/topic/decision-tables/v1

Question: 21

A business architect has developed a new process for a case type. To verify that the Ul elements collect the expected results, you want to test the process and the fields.

Which two configurations, when used together, allow you to record a set of interactions and save the test results to verify process functionality? (Choose two.)

Available Choices (select all choices that are correct!

A. Create a scenario test for the case type
B. Create a unit test for the case type
C. Add explicit assertions on the Ul elements.
D. Add explicit assertions on the Scenario testing landing page

Answer: A,C

Explanation:

To record a set of interactions and save the test results to verify process functionality, you can create a scenario test for the case type and add explicit assertions on the UI elements. A scenario test is a test that simulates how users interact with an application to complete a task or goal. An explicit assertion is a test condition that verifies whether an expected value matches an actual value in the application.

Reference: https://community.pega.com/knowledgebase/articles/testing-applications/86/creating-scenario-tests

Question: 22

You want to unit test a rule to ensure that the rule executes as intended, you need to populate a test page with valid data Which two options allow you to populate a test page before testing the rule? (Choose two)

Available Choices (select all choices that are correct)

A. Configure an assertion to define the required data
B. Configure a validate rule to populate the page with the necessary data
C. Run a data transform to create the test page.
D. Copy data from an existing clipboard page

Answer: A,C,D

Explanation:

To populate a test page with valid data before testing the rule, you can run a data transform to create the test page or copy data from an existing clipboard page. A data transform is a rule that defines how to convert data that is in one format and class (the source) into data of another format and class (the target). The clipboard is a temporary memory area on the server that stores property values for your application.

Reference: https://community.pega.com/knowledgebase/articles/data- management-and-integration/86/data-transforms
https://community.pega.com/knowledgebase/articles/application-development/86/clipboard-tool

Question: 23

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses How does the assignment urgency impact the deadline and passed deadline intervals? Available Choices (select all choices that are correct

A. Urgency value continues to increment as configured.
B. Urgency value remains at 100 but other service level processing continues
C. Service level processing is halted until the assignment is completed
D. The user is notified that the maximum urgency has been reached

Answer: B

Explanation:

When a goal is not met, the urgency of the assignment is incremented based on the configurations set in the service level rule. This means the urgency value continues to increment as configured if the deadline and passed deadline intervals are not met.

The urgency value itself doesn't halt the other service level processing. The service level agreement continues to monitor the assignment against the configured deadline and passed deadline intervals, even if the urgency has reached 100 when the goal interval lapsed.

Question: 24

Which option follows best practices for naming a ruleset in Pega Platform?

Available Choices (select all choices that are correct)

A. Expense 01-02-05
B. Pega-Prod 01-04-01
C. Credit Check:03-01-02
D. Grand-Corporation-Human-Resources-Department 01-01-03

Answer: D

Explanation:

In Pega, it is recommended to follow certain best practices for naming a ruleset. These best practices include:

Using alphanumeric characters, including spaces.

Not using special characters like colon(:), dashes(-) or underscores(_).

The ruleset name should not be excessively long.

In this context, A. "Expense 01-02-05" and B. "Pega-Prod 01-04-01" are correct. They adhere to the best practices of ruleset naming conventions. They use alphanumeric characters and are not excessively long.

Question: 25

Which of the following statements about responsive breakpoints is true? Available Choices (select all choices that are correct)

A. Responsive breakpoints rely on fixed widths
B. Responsive breakpoint behavior changes based on the device brand
C. By default tables have two responsive breakpoints
D. Custom responsive breakpoints are configured in App Studio

Answer: C

Explanation:

This statement about responsive breakpoints is true. Responsive breakpoints are points at which the layout of a UI element changes based on the screen size or orientation of the device. By default, tables have two responsive breakpoints: one for tablet devices and one for phone devices. You can configure custom responsive breakpoints for other UI elements in App Studio.

Reference: https://community.pega.com/knowledgebase/articles/user-experience/88/configuring-responsive-breakpoints

Question: 26

ABC BankCorp wants to create a mobile app experience for users and CSRs for its Transaction Dispute application.

Of the following requirements, which option requires you to configure distinct mobile app channels?

Available Choices (select all choices that are correct)

A. CSRs can create other case type instances on the mobile app
B. The mobile app supports all mobile phone operating systems
C. Mobile app color palettes are different for users and CSRs
D. The mobile app customizes currency units and date/time format according to the location of the users

Answer: C

Explanation:

This option requires you to configure distinct mobile app channels because it involves customizing the look and feel of the mobile app for different user groups. A mobile app channel is a configuration layer that defines how users interact with your application on mobile devices. You can create multiple mobile app channels for different user groups or personas and apply different branding, security, or functionality settings to each channel.

Reference: https://community.pega.com/knowledgebase/articles/mobile/86/configuring-mobile-app-channels

Question: 27

Which two requirements can you support by configuring a mobile channel in App Studio? (Choose two.)

Available Choices (select all choices that are correct)

A. Lock the application after 20 minutes of inactivity
B. Set the dimensions of an application icon to 180x180 pixels
C. Grant access to the mobile app for a specific user
D. Configure a left swipe behavior to open a message

Answer: A,D

Explanation:

These two requirements can be supported by configuring a mobile channel in App Studio. A mobile channel allows you to define various settings and features for your mobile app, such as security, branding, navigation, gestures, push notifications, offline support, and so on.

Reference: https://community.pega.com/knowledgebase/articles/mobile/86/configuring-mobile-app-channels

Question: 28

You are asked to create a visualization that allows managers in the Customer Service division to track the number and status of Customer Support Request cases submitted over the last 30 days.

What is the process that you follow to create this visualization? Available Choices (select all choices that are correct)

A. Open the Channels landing page and then add a new portal
B. Open the Explore data landing page, and then create a new insight
C. Open the Explore data landing page and then add a Reporting widget
D. Open the Data landing page and then create a new insight

Answer: B

Explanation:

To create a visualization that allows managers in the Customer Service division to track the number and status of Customer Support Request cases submitted over the last 30 days, you can open the Explore data landing page, and then create a new insight. An insight is a visualization of data that you can use to monitor key performance indicators, identify trends, and discover opportunities for improvement. You can create insights from the Explore data landing page in App Studio.

Reference: https://community.pega.com/knowledgebase/articles/reporting/86/creating-insights

Question: 29

Which two statements are true about insights? (Choose two.)

Available Choices (select all choices that are correct)

A. You can transform data queries into sharable visualizations.
B. You can edit application data directly in an insight.
C. You can transform sharable visualizations into data queries.
D. You can search for and select the fields that you want to include in an insight.

Answer: A,D

Explanation:

These two statements are true about insights. Insights are rules that Pega Platform uses to transform data queries into tables or visualizations that you can then share between users and embed in landing pages of your applications. Insights can include multiple data items that you can filter, sort, and group according to your business requirements. You can search for and select the fields that you want to include in an insight from the data objects that are available in your application.

Reference: https://docs-previous.pega.com/reporting/87/visualizing-data-insights

Question: 30

Which two requirements ensure that valid data is used in a case? (Choose two.)

Available Choices (select all choices that are correct)

A. The data is organized in a data type
B. The data fits the business logic
C. The data is locally sourced
D. The data is the correct field type

Answer: A,B,D

Explanation:

These two requirements ensure that valid data is used in a case. The data fits the business logic means that the data values are consistent with the rules and conditions that define the case behavior and outcome. The data is the correct field type means that the data values match the expected format and structure of the field properties, such as text, number, date, or email.

Reference:

https://community.pega.com/knowledgebase/articles/data-management-and-integration/86/data-types

https://community.pega.com/knowledgebase/articles/data-management-and-integration/86/field-values