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# PEGAPCBA87V1

*Pega Certified Business Architect (PCBA) 87V1*

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### Question: 1

You notice that the scope of your project exceeds the original estimates, and the Minimum Lovable Product (MLP) might not be delivered on time.

Which team member do you contact to verify the project plan and manage expectations for the release schedule?

- A. Project delivery leader
- B. Scrum master
- C. Lead business architect
- D. Deployment architect

### Answer: A

Explanation:

The project delivery leader is responsible for managing the project scope, timeline, budget, and quality. They also communicate with the stakeholders and sponsors to align expectations and resolve issues. If the scope of the project exceeds the original estimates, the project delivery leader should be contacted to verify the project plan and manage expectations for the release schedule.

References: <https://academy.pega.com/library/81/pega-certified-business-architect-pcba-8>

### Question: 2

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

- 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:

it provides users with guidance for completing a form and avoids the need for application training. An instruction is a short text that appears above a form and explains what the user needs to do to complete the task. An instruction can help users understand the purpose and context of a form and reduce errors or confusion.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 9: User Interface)

### Question: 3

Using the Pega Express"" delivery approach, governance is established during which phase of the project'

- A. Discover
- B. Adopt

- C. Prepare
- D. Build

**Answer: C**

Explanation:

Using the Pega Express delivery approach, governance is established during the prepare phase of the project. The prepare phase involves setting up the project team, roles, responsibilities, tools, processes, and standards that will guide the project delivery. Governance ensures that the project is aligned with the business objectives, follows best practices, meets quality criteria, and delivers value to the stakeholders.

References: <https://community.pega.com/knowledgebase/articles/pega-express-methodology/86/prepare-phase>

**Question: 4**

In a boat repair case type, clients can set their boat type as Powered, Sail, or Row. During the Inspection stage, the Inspect Boat process prompts technicians to inspect the common parts of all boats. However, if `.boatType = 'Sail'`, the technicians are additionally prompted to complete the Inspect Sailboat process.

How do you configure the case life cycle to achieve this behavior?

- A. Configure the Inspect Boat process to start if the `.boatType` is not 'Powered'. Otherwise, the process is skipped.
- B. Configure the Inspect Sailboat process to start if the `.boatType = 'Sail'`. Otherwise, the process is skipped.
- C. Configure the Inspect Boat process to start if the `.boatType = 'Sail'`. Otherwise, the process is skipped.
- D. Configure the Inspect Sailboat process to start if the `.boatType` is not 'Powered'. Otherwise, the process is skipped.

**Answer: B**

Explanation:

To display the Inspect Sailboat process only if `.boatType = 'Sail'`, you need to configure the process to start if the `.boatType` property equals `'Sail'`. Otherwise, the process is skipped and the case life cycle continues to the next step. This way, only sailboats are inspected for sail-specific parts, while other boat types are inspected for common parts only. The other options are either incorrect or irrelevant for this requirement.

References: <https://docs-previous.pega.com/case-management/87/adding-processes-case-life-cycles>

**Question: 5**

Direct Capture of Objectives (DCO) provides many benefits.

Which of the following are benefits of DCO? (Choose Two)

- A. Provide real-time awareness of project development to all project participants.
- B. Automatically define and store application requirements.
- C. Easily convert legacy operations to automated business processes.
- D. Use working models to better facilitate business and IT collaboration.

## Answer: A,D

Explanation:

These two are benefits of DCO because they involve capturing, organizing, and storing information by using Pega's integrated solution, the Pega Platform. DCO enables business and IT to collaborate using a shared visual model that can automatically generate documentation and working models. DCO also provides real-time awareness of project development by using Pega tools and best practices to track progress and outcomes.

References: <https://www.pega.com/insights/articles/what-pega-dco>

## Question: 6

In a claims application, customers can file home insurance claims. Each claim contains a list of items of loss. Depending on the situation, some claims are investigated for potential fraud in parallel to the actual claim process.

Which two case types do you create to support this scenario? (Choose Two)

- A. Items of loss
- B. Claim
- C. Customer
- D. Fraud investigation

## Answer: A,D

Explanation:

These two case types can support the scenario of filing home insurance claims with items of loss and potential fraud investigation. Items of loss can be implemented as a child case type that represents each item that is claimed by the customer. Fraud investigation can be implemented as a parallel process that runs in the background while the main claim process is ongoing. The other options are either incorrect

or irrelevant for this scenario.

References:

<https://academy.pega.com/topic/child-cases/v1>

<https://academy.pega.com/topic/parallel-processes/v1>

## Question: 7

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

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

## Answer: A,B,D

Explanation:

To ensure that valid data is used in a case, you need to make sure that the data fits the business logic and the data is the correct field type. The data fits the business logic means that the data conforms to the rules and constraints that define the business problem and solution. For example, you can use validations, calculations, and dependencies to ensure that the data fits the business logic. The data is the correct field type means that the data matches the expected format and structure of the field that stores or displays it. For example, you can use different types of fields and controls to ensure that the data is the correct field type.

References: <https://community.pega.com/knowledgebase/articles/user-interface/86/ensuring-valid-data-used-case>

## Question: 8

HOTSPOT

In the Answer Area, identify the type of data measured in each report.

Answer Area

<u>Report</u>	<u>Type of Data</u>	
	Business Data	Process Data
Number of customer support cases handled per month	<input type="radio"/>	<input type="radio"/>
Profit margin by types of goods sold monthly	<input type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input type="radio"/>

- wrong

**Answer: A,B,D**

## Question: 9

Sales managers must be able to approve sales quote proposals by email and from a mobile device.

How do you implement this requirement?

- Add an Approve/Reject step and enable email and mobile approval.
- Add an Approve/Reject step and a Send Email step.
- Add an Approve/Reject step and enable email notifications on the case type.
- Add an Approve/Reject step with mobile approval enabled and a Send Email step.

## Answer: A

Explanation:

To enable sales managers to approve sales quote proposals by email and from a mobile device, you need to add an Approve/Reject step to the case life cycle and enable email and mobile approval. This option allows sales managers to approve or reject the proposal by replying to an email message or by using a mobile app. The other options are either incorrect or irrelevant for this requirement.

References:

<https://docs-previous.pega.com/case-management/87/approving-rejecting-cases-email>

<https://docs-previous.pega.com/case-management/87/approving-rejecting-cases-mobile-devices>

## Question: 10

Which two statements about data records are true? (Choose Two)

- A. Data records need unique, user-generated IDs.
- B. Data records require external storage.
- C. Data records are displayed in a drop-down list by default.
- D. Data records define permissible values for data fields.

## Answer: A,D

Explanation:

Data records are instances of data types that store information in your application. Data records need unique, user-generated IDs to identify and reference them. Data records also define permissible values for data fields that use them as data sources, such as drop-down lists, radio buttons, etc.

References: <https://community.pega.com/knowledgebase/articles/data-management-and-integration/86/creating-data-records>

## Question: 11

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Assign a new insurance claim to a case worker to process.
- B. Phone a customer for additional information about the case.
- C. Fax a new insurance claim to the auto repair shop.
- D. Text the customer with status changes in an insurance claim.

## Answer: A,C,D

Explanation:

These answers are correct because they demonstrate the need to configure correspondence, which is a way of communicating with external parties through email, fax, letter, or text message. Correspondence can be configured to

send information or documents related to a case to customers, stakeholders, or other parties involved in the case.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 7: Correspondence)

### Question: 12

During testing, you notice that the Send case status email step does not send an email.

Which work item do you create in Agile Workbench to address this issue?

- A. Status
- B. Bug
- C. User Story
- D. Feedback

### Answer: B

Explanation:

To address this issue, you need to create a bug in Agile Workbench. A bug is a type of work item that represents a defect or an error in an application that prevents it from functioning as expected or meeting the acceptance criteria. You can create bugs during testing or development to track and resolve issues in your application.

References: <https://community.pega.com/knowledgebase/articles/agile-workbench/86/creating-bugs>

### Question: 13

What two visualizations can you use to present insight data on the Explore Data landing page? (Choose Two)

- A. List
- B. CSV file
- C. Interactive chart
- D. Exportable data page

### Answer: A,C

Explanation:

You can use a list or an interactive chart to present insight data on the Explore Data landing page. A list displays the data in a tabular format, while an interactive chart displays the data in a graphical format, such as a pie chart or a bar chart. You can also filter, sort, group, and drill down the data in both types of visualizations.

References: <https://community.pega.com/knowledgebase/articles/reporting/86/viewing-insights-explore-data-landing-page>

### Question: 14

Hospital staff members enter appointment details including relevant patient information, diagnoses, lab orders, and prescribed medication. This information is aggregated in the Patient visit summary view. The patient receives a copy of this view through email.

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

- A. Add a Create PDF automation that references the Patient visit summary view.
- B. Add a Send Email step and enable the option to include attachments.
- C. Enable email notifications on the case type.
- D. Add a Send Email step and compose the message to reference the relevant properties.

**Answer: A,B**

Explanation:

To send a copy of the Patient visit summary view through email, you need to first create a PDF file of the view by using a Create PDF automation that references the view. Then, you need to add a Send Email step to the case life cycle and enable the option to include attachments. You can then select the PDF file as an attachment and send it to the patient's email address. The other options are either incorrect or irrelevant for this requirement.

References: <https://docs-previous.pega.com/automating-work/87/creating-pdf-files> <https://docs-previous.pega.com/case-management/87/sending-emails>

**Question: 15**

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

**Answer: A,B,C**

Explanation:

Calculated fields are fields that derive their values from other fields or expressions. You can use calculated fields to implement use cases that require calculations based on user inputs or data sources, such as estimating costs, quoting prices, computing discounts, etc. For example, you can create a calculated field that multiplies the labor hours by the hourly rate to estimate the labor cost for painting a banquet hall, or a calculated field that adds up the premiums for different coverage options to quote the cost of an insurance policy.

References: <https://community.pega.com/knowledgebase/articles/user-interface/86/creating-calculated-fields>

**Question: 16**

HOTSPOT

In the Answer Area, select the Pega development team member whose role corresponds to each development task.

**Answer Area**

<u>Tasks</u>	<u>Development Team Member Role</u>	
	<b>Business Architect</b>	<b>System Architect</b>
Advocates for application users, such as customers	<input type="radio"/>	<input type="radio"/>
Works with SMEs and stakeholders to understand business needs	<input type="radio"/>	<input type="radio"/>
Designs and configures the application	<input type="radio"/>	<input type="radio"/>
Defines application service level agreements and processes	<input type="radio"/>	<input type="radio"/>
Contributes technical implementation skills	<input type="radio"/>	<input type="radio"/>

- wrong

**Answer: A,B,C**

**Question: 17**

How do you indicate the progress of a case towards resolution?

- A. Configure a case notes field to capture progress information.
- B. Update the case status on the appropriate steps.
- C. Design intent-driven user interfaces.
- D. Apply service levels to the assignment steps.

**Answer: B**

Explanation:

To indicate the progress of a case towards resolution, you need to update the case status on the appropriate steps. The case status reflects the current state of a case and helps users track its progress. You can use standard statuses such as New, Pending-Approval, or Resolved-Completed, or define custom statuses for your application. The other options are either incorrect or irrelevant for this requirement.

References: <https://docs-previous.pega.com/case-management/87/updating-case-status>

**Question: 18**

You are defining a view for a loan application. If the loan applicant indicates that there is an existing open account, the Date account opened must be before the current date.

How do you configure the case type to verify that the value of Date account opened is in the past?

- A. Use a calendar control.
- B. Use a pick list control.
- C. Use a validation condition.
- D. Use a when condition.

**Answer: C**

Explanation:

To configure the case type to verify that the value of Date account opened is in the past, you need to use a validation condition. A validation condition is a rule that checks whether the value of a field meets a specified criterion. You can use a validation condition for the Date account opened field that compares it with the current date and displays an error message if it is not in the past.

References: <https://community.pega.com/knowledgebase/articles/user-interface/86/configuring-validation-conditions>

**Question: 19**

For a car insurance quote case type, you must create a view for the customers to enter their information, to process the request.

What are two primary decisions to make before you add fields to the view' (Choose Two)

- A. How do users enter values into the field?
- B. Is field entry required?
- C. Are processing actions applied to the field
- D. Do the fields require a data source?

**Answer: A,D**

Explanation:

Before you add fields to a view, you need to decide how users enter values into the field and whether the fields require a data source. These decisions determine the type and configuration of the fields that you add to the view. For example, you can use different types of controls to allow users to enter values in different ways, such as text inputs, drop-down lists, radio buttons, etc. You can also use different types of data sources to populate the fields with values from your application data or external systems, such as data pages, report definitions, connectors, etc.

References: <https://community.pega.com/knowledgebase/articles/user-interface/86/adding-fields-view>

**Question: 20**

A requirement for a hotel reservation case type states that as customers change their room selection, the total cost of the reservation updates accordingly.

How do you satisfy this requirement?

- A. Configure a calculation for the total cost held.
- B. Configure a validate condition for the total cost field.
- C. Configure a field group list for all the room types.
- D. Configure a when condition for the total cost field.

**Answer: A**

Explanation:

To satisfy this requirement, you need to configure a calculation for the total cost field. A calculation is a type of validation that derives the value of a field from an expression or a formula. You can configure a calculation for the total cost field that multiplies the room rate by the number of nights and updates the value whenever the room selection changes.

References: <https://community.pega.com/knowledgebase/articles/user-interface/86/configuring-calculations>

### **Question: 21**

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days.

To meet this requirement, you must set the \_\_\_\_\_ in the service level to five days.

- A. deadline
- B. priority
- C. urgency
- D. goal

**Answer: A**

Explanation:

This answer is correct because it sets the maximum time allowed for resolving a medical claim case, as per the requirement. The deadline in the service level defines the time limit for completing a case or an assignment. If the deadline is reached, an escalation action can be triggered to notify or reassign the case or assignment.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 6: Service Levels)

### **Question: 22**

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



The requirement changes to allow the parent case to continue before the child cases resolve.

How do you configure the Wait steps for this requirement?

- A. Configure the Wait step to continue the parent case when the child cases reach audit or approval.
- B. Configure the Wait step to continue the parent case when the child cases reach the payment pending review status.
- C. Configure the Wait step so that only one child case must resolve before the parent case can continue.
- D. Configure the Wait step so users can choose to continue the parent case process regardless of child case status.

**Answer: B**

Explanation:

It allows the parent case to continue before the child cases resolve, as per the requirement. The Wait step can be configured to resume the parent case when a specific status is reached in the child cases, such as payment pending review. This way, the parent case does not have to wait for the child cases to be fully resolved.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 5: Case Hierarchy)

**Question: 23**

You need to fetch exchange rates that are updated on a daily basis from a web service and make them available in your application using a data page.

Which scope would you select for the data page?

- A. Application
- B. Request
- C. Node
- D. Thread

**Answer: B**

Explanation:

It fetches exchange rates that are updated on a daily basis from a web service and makes them available in your application using a data page. A request scope for a data page means that the data page is loaded once per user session and is refreshed when the user logs out and logs back in. This way, the data page can provide the most up-to-date

exchange rates for each user session.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 10: Data Pages)

### Question: 24

In an insurance claim application, you have the following requirement: All claims must be resolved within 30 days.

To meet this requirement you configure a service level. Where should the service level be configured?

- A. The case type
- B. The process
- C. The stage
- D. The step

### Answer: A

Explanation:

To meet the requirement that all claims must be resolved within 30 days, you need to configure a service level on the case type. A service level on the case type defines a goal and deadline for resolving a case. You can also define actions to take when a case reaches or exceeds its goal or deadline, such as sending an email notification or escalating the urgency. The other options are either incorrect or irrelevant for this requirement.

References: <https://docs-previous.pega.com/case-management/87/defining-service-levels-case-types>

### Question: 25

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?

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

### Answer: C

Explanation:

This option requires you to configure distinct mobile app channels for users and CSRs because it involves different capabilities for different user roles. A mobile app channel defines how a case type is displayed and processed on a mobile device. You can configure different mobile app channels for different user roles and case types. The other options do not require distinct mobile app channels because they involve common features or settings that can be applied to all users or devices.

References: [https://docs-](https://docs-previous.pega.com/mobile/87/configuring-mobile-app-channels)

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