"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

Question: 1

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 individually?

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

Answer: A

Explanation:

In Pega, optional actions allow users to perform actions that are not part of the primary process flow but can be performed if needed. This is particularly useful for updating user profile information which may not always be required during the order placement stage. By adding a set of optional actions to the case workflow, customers can update any of the user profile pages individually without disrupting the main flow of the case.
Reference: Pega Academy - Configuring optional actions: Optional actions are used to configure actions that a user can perform at any time during the case lifecycle, providing flexibility and user control.

Question: 2

You are configuring an accident claim case with two child cases for an automobile insurance company, as shown in the following figure:

The business requirement changes to allow the parent case to continue independently of the child case processes, w do you configure the Wait step for this requirement?

A. Configure the step so that users can continue with the parent case process regardless of child case status.
B. Configure the step to continue the parent case when the child cases reach auditor approval.
C. Configure the step to continue the parent case when the child cases reach the payment pending review status.
D. Configure the step so that only one child case must be resolved before the parent case can continue.

Answer: A

Explanation:

To configure a parent case to continue independently of its child cases, you need to adjust the Wait step settings in the parent case. By configuring the Wait step so that users can continue with the parent case process regardless of the child case status, the parent case does not need to wait for the child cases to reach a certain status or be resolved. This allows for parallel processing where the parent case progresses independently of the child cases.

Reference: Pega Academy - Wait Step: The Wait step in a case lifecycle is used to pause the processing of a case until a specific condition is met. Adjusting the wait condition allows the parent case to proceed independently of the child cases.

Question: 3

A survey is sent to a customer via email.

Who do you configure a solution to ensure the email includes the case ID for the survey?

A. Call a data transform to copy the case ID from pyWorkPage to the email.

B. Create a process using the Send email step allowing representatives to quickly add the case ID to the email.

C. Create a required field for the case ID that must be entered by a user during the case process prior to sending the email.

D. Use the Insert Property feature of a Send email step to add the case ID when composing the custom message.

Answer: D

Explanation:

The Insert Property feature in the Send email step allows you to include dynamic data, such as the case ID, directly into the email body. This ensures that the case ID is automatically included in the email without requiring manual entry or additional processes. By configuring the Send email step to use the Insert Property feature, you can ensure that the case ID is included in the survey email sent to the customer.

Reference: Pega Academy - Sending emails from a case: The Send email step allows you to configure and send emails from within a case, with options to include case properties dynamically using the Insert Property feature.

Question: 4

In the Travel booking case type, if a passenger indicates that they are traveling with a service animal, they must document the type, size, and age of the animal, ..do you configure the case life cycle to meet this requirement?

A. Apply an optional action to the Travel booking case type to allow the passenger to provide the information as needed.

B. Configure a validation rule in the Travel booking case type settings to check whether the passenger is traveling with a service animal.

C. Add an Identify service animal process within the Travel booking case life cycle and apply a condition to determine when to run the process.

D. Create a Service animal accommodation child case that is automatically resolved if the passenger is not traveling with a service animal.

Answer: C

Explanation:

In Pega, conditional processes can be added to a case life cycle to handle specific scenarios, such as when a passenger is traveling with a service animal. By adding an Identify service animal process and applying a condition to determine when this process should run, you can ensure that the required information about the service animal is collected only when needed. This approach keeps the main case flow streamlined while handling special requirements as necessary.

Reference: Pega Academy - Conditional processing: Configuring conditional processes in a case life cycle allows you to define actions that are executed only when certain conditions are met, providing flexibility in case handling.

Question: 5

…….which two situations is it appropriate to use a decision table? (Choose Two)

A. Order total is calculated based on the quantity and price of the items in the customer's shopping cart.

B. A dance studio recommends a membership type based on the number and type of dance classes the customer wants to attend every month.

C. If customers decide to add insurance, checked bags, or early boarding to their airline tickets, extra fees are added to their order total.

D. 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.

Answer: BD

Explanation:

Decision tables in Pega are ideal for situations where you need to apply multiple conditions to arrive at a decision. They are best used when you have a limited number of conditions and actions that result in a discrete set of outcomes.

B . A dance studio recommending a membership type based on the number and type of dance classes is suitable for a decision table. The number and type of classes can be mapped to specific membership types in a table format where each row represents a possible scenario and outcome. D . A hair care company suggesting a line of products based on various attributes such as hair type, scalp moisture, hair moisture, and whether it is color-treated is also suitable for a decision table. Each combination of attributes can correspond to a specific product recommendation, making a decision table an efficient way to handle these rules.

Reference:

Pega Decision Management Overview

Pega Academy: Decision Table Rules

Question: 6

…..assignment routes loan requests to a specific loan officer based on the type of loan.
If the loan is a mortgage, the case is routed to Adam Ross.

If the loan is for an automobile, the case is routed to Julia Samuels.
If the loan is an equity line, the case is routed to Don Smith.
....do you configure the routing to ensure the case advances to the correct loan officer?

A. Route the case to a work queue.
B. Route the case to a work queue by using business logic.
C. Route the case to an operator by using business logic.
D. Route the case to a specific user.

Answer: C

Explanation:

To route cases to specific loan officers based on loan type using business logic, the following steps are typically used in Pega:

Use Decision Rules: Define a decision table or decision tree that maps loan types to specific operators (loan officers).

Configure Routing in the Flow: In the flow rule, configure the assignment shape to use the decision rule to determine the routing based on the loan type.

Route to Operator: Use the "To Operator" routing option, and apply the decision logic to dynamically determine the operator (loan officer).

In this case:

For mortgage loans, the decision rule routes the case to Adam Ross.

For automobile loans, the decision rule routes the case to Julia Samuels.

For equity line loans, the decision rule routes the case to Don Smith.

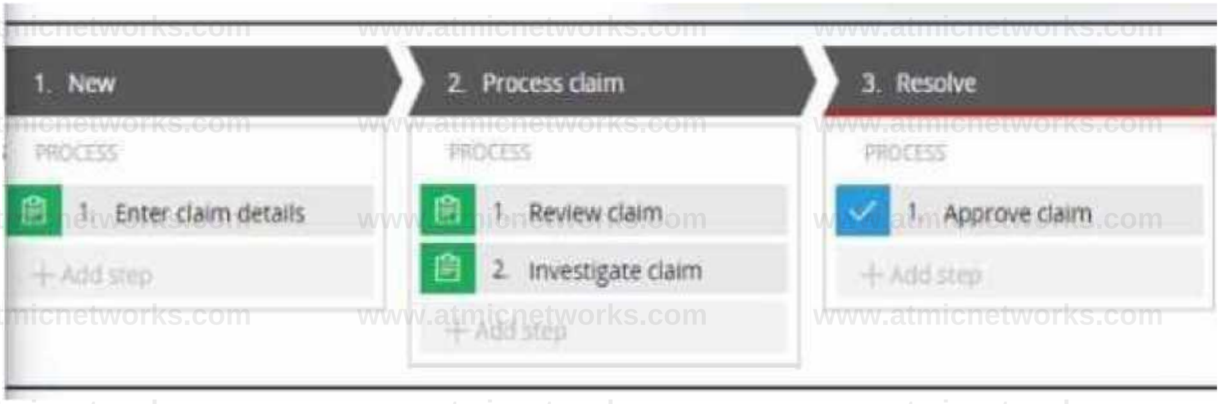
Reference:

Pega Academy: Assignments and Routing

Pega Decision Management: Using Business Logic for Routing

Question: 7

…insurance claim case type is defined as follows:



Review claim step is configured to set the status to Pending-Investigation, when is the status of the case set to Pending-Investigation?

A. When Investigate claim step completes B.
When the Review claim step completes C.
When the Process claim stage starts D. When
the Review claim step starts

Answer: B

Explanation:

In Pega, the status of a case can be updated based on actions taken within the process. The status change to "Pending-Investigation" is tied to the completion of the "Review claim" step: Review Claim Step Configuration: The "Review claim" step is configured to set the case status to "Pending-Investigation" upon its completion.

Status Change Trigger: The status update happens automatically when the "Review claim" step completes, indicating that the case is now waiting for the investigation to be performed.

This ensures that stakeholders are aware of the case's progress and that the system correctly reflects the current state of the case.

Reference:

Pega Academy: Configuring Case Status

Pega Documentation: Steps and Processes

Question: 8

….purchase request case type, you have the following requirement: Purchase requests should automatically go to the manager of an employee. meet this requirement, you design a case with a .

A. change stage step to allow the employee to route to the manager

B. step that routes to the manager

C. process that routes to the manager
D. stage to route requests to the manager

Answer: B

Explanation:

To ensure that purchase requests automatically go to the manager of an employee in Pega, you should design a case with a step that routes the request to the manager. The steps are as follows: Define the Manager Routing Step: In the case type design, include a step that specifies the routing logic.

Use Dynamic Routing: Configure the routing step to dynamically determine the manager based on the employee's profile or organizational hierarchy.

Route to Manager: Implement the routing step so that it evaluates the employee's manager information and routes the case accordingly.

This setup ensures that each purchase request is automatically directed to the appropriate manager for approval, streamlining the process and ensuring compliance with organizational policies.

Reference:

Pega Academy: Routing and Assignments

Pega Documentation: Case Management and Workflow Automation

Question: 9

A Company often receives multiple IT tickets for the same issue, such as "the office Wi-Fi is down."
You configure a Search duplicate cases step to identify duplicate IT tickets.
What is the basic condition for the Search duplicate cases step?

A. Office location is same
B. Department is same
C. Issue type is same
D. Name of submitter is same

Answer: C

Explanation:

The basic condition for identifying duplicate cases, such as IT tickets for the same issue, is to check if the issue type is the same. By configuring the Search duplicate cases step to identify cases where the issue type is the same, you can effectively identify and manage duplicate IT tickets related to common problems like "the office Wi-Fi is down."

Reference: Pega Academy - Duplicate case search: The Search duplicate cases step allows you to configure conditions to identify and manage duplicate cases based on key properties, such as issue type, to streamline case processing.

Question: 10

A sales manager must be able to approve sales quote proposals by email and from their mobile devices. What do you implement this requirement?

A. Add an Approve/Reject step and a Send Email step.
B. Add an Approve/Reject step and enable email notifications on the case type.
C. Add an Approve/Reject step and enable approval from email and mobile.
D. Add an Approve/Reject step with mobile approval enabled and add a Send Email step.

Answer: C

Explanation:

To allow a sales manager to approve sales quote proposals by email and from mobile devices, you should add an Approve/Reject step in the case life cycle and enable the approval from email and mobile options. This configuration ensures that the manager can approve or reject the proposals conveniently through email notifications and mobile devices, without needing to access the Pega application directly.

Reference: Pega Academy - Configuring approvals: Enabling approval from email and mobile devices allows users to respond to approval requests directly from email notifications and mobile applications, providing flexibility and efficiency in case management.

Question: 11

...event center has a case type that allows customers to book a dining room for events. After customers provide basic information and indicate whether they want catering for the event, the following behavior occurs:

If customers do not ask for catering, they receive a rental rate quote for the dining room.

If customers indicate that they want catering for the event, they must choose a menu before they can receive a quote.

Which two options do you use to configure the case type to achieve the requested behavior?
(Choose Two)

A. Create parallel processes for providing menu preferences and for providing the customer with the rental rate quote.

B. Configure the menu preferences and appointment date fields with a visibility condition if the customer selects the catering checkbox.

C. Create a process for customers to indicate menu preferences. Add the process as a case-wide optional action.

D. Create a checkbox for customers to indicate whether they want catering for the event. Add a decision shape that evaluates whether the customer checks the box.

Answer: BD

Explanation:

To achieve the requested behavior in the event center case type:

Create a checkbox for customers to indicate whether they want catering for the event. This allows customers to specify their preference for catering.

Add a decision shape to evaluate whether the customer has checked the catering checkbox. Based on this decision, the case will either proceed to provide a rental rate quote or prompt the customer to choose a menu before receiving a quote.

Configure the menu preferences and appointment date fields with a visibility condition that displays these fields only if the customer selects the catering checkbox. This ensures that customers who do not want catering do not see these fields, streamlining the process.

Reference: Pega Academy - Configuring visibility conditions: Visibility conditions control the display of fields based on user inputs, such as the selection of a checkbox, ensuring dynamic and contextspecific case processing. Decision shapes allow for branching logic in the case flow based on specific conditions.

Question: 12

You are designing a credit transaction case type and have the following requirement: Transaction disputes must be resolved within 3 days.

To meet this requirement, you need to set the ______ in the service level to 3 days.

A. goal
B. deadline
C. passed deadline
D. urgency

Answer: B

Explanation:

To meet the requirement that transaction disputes must be resolved within 3 days, you need to set the deadline in the service level agreement (SLA) to 3 days. The deadline specifies the maximum time allowed to resolve the transaction disputes, ensuring that the case is handled within the required timeframe.

Reference: Pega Academy - Service Level Agreements (SLAs): SLAs define the expected time frames for case resolution, including goals, deadlines, and escalation actions. Setting the deadline ensures that the case meets the required resolution time frame of 3 days.

Question: 13

Life insurance company has satellite offices in various countries. Each satellite office has a work queue. Company policy requires that life insurance underwriting be signed to offices based on the policy owner's residential address.

Which routing approach supports this requirement?

A. Route the assignment to a specific underwriter based on business logic.
B. Route the assignment to the correct work queue by using an authority matrix.
C. Route the assignment to the correct work queue by using a reporting structure.
D. Route the assignment to the correct work queue based on business logic.

Answer: D

Explanation:

To route life insurance underwriting assignments to the correct satellite office based on the policy owner's residential address, using business logic is the most appropriate approach. This approach involves:

Define Routing Rules: Create decision rules or decision tables that map the policy owner's residential address to the corresponding satellite office's work queue.

Implement Business Logic: Configure the routing step in the case type to use these decision rules.

The business logic will determine the correct work queue based on the address.

Route to Work Queue: The assignment is routed to the work queue of the satellite office that corresponds to the policy owner's residential address.

This method ensures that each assignment is accurately directed to the appropriate office based on predefined business logic.

Reference:

Pega Academy: Assignments and Routing

Pega Documentation: Using Business Logic for Assignment Routing

Question: 14

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses.
What does the assignment urgency impact the deadline and passed deadline intervals?

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

Answer: A

Explanation:

When a service level (SLA) adjusts the assignment urgency to 100 upon the goal interval lapsing, the following impacts occur:

Urgency Value Adjustment: The urgency value of the assignment is set to 100, indicating high priority.

Continued SLA Processing: Other SLA processing, such as escalating actions and notifications, continues as configured.

Urgency Cap: The urgency value remains at 100, which is the maximum urgency, but this does not halt other service level processing.

Therefore, setting the urgency to 100 indicates maximum priority but allows for continued SLA actions such as further escalation and notifications.

Reference:

Pega Academy: Service Level Agreements

Pega Documentation: SLA Urgency and Escalation Mechanisms

Question: 15

Managers want to create an environment in which peers exchange ideas about initiatives to retain employees,
Select the collaboration tool that best suites this type of communication.

A. Insights
B. Dashboards
C. Pulse
D. Spaces

Answer: D

Explanation:

Pega offers several collaboration tools, each suited for different types of communication and interaction. For an environment where peers exchange ideas about initiatives to retain employees, the best collaboration tool is "Spaces."

Spaces: This tool is designed for collaborative environments where team members can share ideas, discuss initiatives, and collaborate on projects.

Interactive Environment: Spaces provide a platform for ongoing discussions, file sharing, and realtime collaboration, making it ideal for exchanging ideas and initiatives.

Reference:

Pega Academy: Collaboration Tools

Pega Documentation: Using Spaces for Team Collaboration

Question: 16

DRAG DROP

Select each Use Case on the left and drag it to the appropriate Automation on the right.

Use Case | **Answer Area**

A medical specialist completes tneir review of an insurance claim and the system attaches the report to the case

Employees of a financial services firm receive confirmation when they register for the required certification classes

A Fraud department manager receives a mobile notification that an approval request is in their worldist

.'/hen an approver rejects an expanse report an employee can modify and resend the report for approval

Use Case	Automation
	Send email
	Change to a stage
	Push notification
	Create PDF

Answer:

Explanation:

Use Case: "A medical specialist completes their review of an insurance claim, and the system attaches the report to the case."

Automation: Create PDF

Use Case: "Employees of a financial services firm receive confirmation when they register for the required certification classes."

Automation: Send email

Use Case: "A Fraud department manager receives a mobile notification that an approval request is in their worklist."

Automation: Push notification

Use Case: "When an approver rejects an expense report, an employee can modify and resend the report for approval."

Automation: Change to a stage

A medical specialist completes their review of an insurance claim, and the system attaches the report to the case.

Automation: Create PDF

Explanation: In this use case, the system needs to generate a report that can be attached to the case. The appropriate automation for generating documents like reports is creating a PDF. This ensures the report is in a standardized, non-editable format that can be easily attached to the case.

Reference: Pega Platform Business Architect Essentials, Chapter on Case Design.

Employees of a financial services firm receive confirmation when they register for the required certification classes.

Automation: Send email

Explanation: This use case involves sending a confirmation to employees upon registration. The most suitable method for sending such confirmations is through an email. Email notifications ensure that the employee receives a record of their registration.

Reference: Pega Platform Business Architect Essentials, Chapter on Notifications and Correspondence.

A Fraud department manager receives a mobile notification that an approval request is in their worklist.
Automation: Push notification
Explanation: The manager needs to be alerted promptly about an approval request. Push notifications are ideal for this purpose as they provide real-time alerts directly to the mobile device. Reference: Pega Platform Business Architect Essentials, Chapter on Mobile and Multi-Channel.

When an approver rejects an expense report, an employee can modify and resend the report for approval.
Automation: Change to a stage
Explanation: When an expense report is rejected, the case needs to move back to a stage where the employee can modify and resubmit it. This involves changing the stage of the case to enable the necessary actions.
Reference: Pega Platform Business Architect Essentials, Chapter on Case Management and Workflow.

Question: 17

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

- Submission: The customer contacts a customer service representative (CSR) to file the claim.
- Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.
- Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.
- 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. Verification
B. Submission
C. Review
D. Repair

Answer: D

Explanation:

Submission: This phase involves the initial contact and filing of the claim, which typically doesn't need to be a separate case as it's an initial action.

Reference: Pega Academy, Case Management Essentials, Case Lifecycle Design.

Review: This phase involves an adjuster reviewing the claim and assessing damages, which can be handled within the primary case.

Reference: Pega Academy, Case Management Essentials, Case Lifecycle Design.

Repair: The repair phase involves interaction with third-party vendors and ongoing communication, making it suitable to be implemented as a child case to track each repair separately.

Reference: Pega Academy, Case Management Essentials, Child Cases.

Verification: This phase is a closing action performed after repairs, which doesn't typically require a separate case.

Reference: Pega Academy, Case Management Essentials, Case Lifecycle Design.

Question: 18

DRAG DROP

Select each Process Step Description on the left and drag it to the appropriate Process Step on the right.

Process Step Description

A user enters information for a car reservation request

The system evaluates the request type to determine the next step

A manager determines whether to approve or reject a timesheet

The system notifies the user of the case status by email

Answer Area

Process Step Description

Process Step

Automation

Decision

Collect Information

Approval

Answer:

Explanation:

Process Step Description: "A user enters information for a car reservation request."

Process Step: Collect Information

Process Step Description: "The system evaluates the request type to determine the next step."

Process Step: Decision

Process Step Description: "A manager determines whether to approve or reject a timesheet."

Process Step: Approval

Process Step Description: "The system notifies the user of the case status by email."

Process Step: Automation

A user enters information for a car reservation request.

Process Step: Collect Information

Explanation: This step involves gathering data from the user. In Pega, collecting information typically involves prompting the user to enter necessary details to move the case forward.

Reference: Pega Platform Business Architect Essentials, Chapter on Data Collection.

The system evaluates the request type to determine the next step.
Process Step: Decision
Explanation: This step involves the system making a determination based on the provided information. A decision step in Pega is used to evaluate conditions and determine the next path or action in the case workflow.
Reference: Pega Platform Business Architect Essentials, Chapter on Decision Management.
A manager determines whether to approve or reject a timesheet.
Process Step: Approval
Explanation: This step is about reviewing and making an approval decision. In Pega, approval steps are used when a human needs to review the case and make a decision to approve or reject it. Reference: Pega Platform Business Architect Essentials, Chapter on Case Life Cycle Management. The system notifies the user of the case status by email.
Process Step: Automation
Explanation: This step involves automated communication. Automation steps in Pega can be configured to perform tasks like sending emails, updating records, or other system actions without manual intervention.
Reference: Pega Platform Business Architect Essentials, Chapter on Notifications and Correspondence.

Question: 19

Your client is planning their next Minimum Lovable Product (MLP) release.
Which three pillars of case design must the Pega Business Architect ensure are taken into account, to capture information for the release? (Choose Three)

A. Personas and Channels
B. Reports
C. Case types
D. Data and Interfaces
E. Dashboards

Answer: A, D C

Explanation:

When planning the next Minimum Lovable Product (MLP) release, a Pega Business Architect should focus on the three pillars of case design: Personas and Channels, Case Types, and Data and Interfaces.
Personas and Channels:
Personas: Identify the different user roles (personas) that will interact with the application.
Understanding personas helps in designing user experiences that meet their needs.
Channels: Determine the channels (e.g., web, mobile) through which users will interact with the system. This ensures that the application is accessible and user-friendly across different platforms. Case Types:
Case Types: Define the different types of cases that the application will manage. Case types are fundamental to structuring the application and ensuring that it can handle various processes and workflows efficiently.
Data and Interfaces:
Data: Identify the data required to support the case types and processes. This includes understanding data sources, data structures, and how data will be captured and used.
Interfaces: Determine the interfaces needed to integrate with external systems. Interfaces are crucial for ensuring that the application can interact with other systems and exchange information seamlessly.
Reference:
Pega Academy: Case Design

Pega Documentation: Minimum Lovable Product (MLP)

Question: 20

Identify the name of Pega's business architecture design that aligns human intelligence and process automation with business logic to deliver high-value software solitons.

A. Center-out
B. Customer-centric
C. Business-first
D. Pega Express

Answer: A

Explanation:

The name of Pega's business architecture design that aligns human intelligence and process automation with business logic to deliver high-value software solutions is Center-out.
Center-out Design:
This approach focuses on designing the core business logic and processes first (the "center") and then extending outwards to include the user interface (UI) and channels.
By centering on the core logic, Pega ensures that the most critical aspects of the business process are well-defined and robust. This approach supports scalability and adaptability as the system grows and evolves.
Reference:
Pega Academy: Center-out Business Architecture
Pega Documentation: Center-out Design Principles

Question: 21

..Pega Business Architect creates the following user story for the project backlog:
..a member of the loyalty program, I would like to be automatically enrolled in all eligible promotional offers so that I can take advantage of the savings without having enroll manually. Which aspect of the phrase "so that..." does the user story reference?

A. The stakeholder approval
B. The application user
C. The business value
D. The acceptance criteria

Answer: C

Explanation:
In the user story "As a member of the loyalty program, I would like to be automatically enrolled in all eligible promotional offers so that I can take advantage of the savings without having to enroll manually," the phrase "so that..." references the business value.
Business Value:
The "so that..." clause in a user story explains the benefit or value that the feature provides. It clarifies why the feature is important and what the user or business gains from it.
In this case, the business value is that loyalty program members can save time and effort by not having to manually enroll in promotional offers, which enhances customer satisfaction and loyalty. Reference:
Pega Academy: User Story Best Practices

Pega Documentation: Writing Effective User Stories

Question: 22

Identify the Pega Express phase in which Pega Business Architects plan for future sprints by creating user stories with the Directly Capture Objectives (DCO) discipline.

A. Adopt
B. Discover
C. Build
D. Prepare

Answer: B

Explanation:

The Pega Express phase in which Pega Business Architects plan for future sprints by creating user stories with the Directly Capture Objectives (DCO) discipline is Discover.
Discover Phase:
During the Discover phase, the focus is on understanding the business problem, identifying the scope, and defining the high-level requirements.
Pega Business Architects work with stakeholders to capture objectives directly into the Pega platform, creating user stories and refining the backlog in preparation for future sprints. Reference:
Pega Academy: Pega Express Methodology
Pega Documentation: Pega Express Phases and Activities

Question: 23

...a Pega Business Architect, your project is approaching the end of the Prepare phase.
Identify three aspects of the project plan that must be taken into consideration to successfully deliver an application that achieves the client's desired business outcomes loose Three)

A. Identify key risks with the technical architecture.
B. Initiate planning of the next Minimum Lovable Product (MLP).
C. Confirm the Sprint plan is achievable for delivering this Minimum Lovable Product (MLP).
D. Implement Pega's DevOps Deployment Manager.
E. Review assumptions made during the Discover phase.

Answer: ABC

Identify key risks with the technical architecture: Before moving to the next phase, it is important to identify and assess any risks associated with the technical architecture. This allows the team to develop mitigation strategies and ensure that the architecture supports the business requirements and can scale appropriately.
Reference: Pega Business Architect Essentials, Technical Risk Assessment.
Initiate planning of the next Minimum Lovable Product (MLP): Planning for the next MLP should begin towards the end of the current phase to maintain momentum and ensure continuous delivery. This involves defining the scope, requirements, and timeline for the next set of features.
Reference: Pega Business Architect Essentials, Agile Project Management.

Confirm the Sprint plan is achievable for delivering this Minimum Lovable Product (MLP): It is essential to ensure that the Sprint plan is realistic and achievable. This involves verifying that the team can complete the required work within the allotted time frame and that dependencies and resources are properly managed.
Reference: Pega Business Architect Essentials, Sprint Planning and Management.

Question: 24

Which three tasks should be done as part of the DevOps pipeline? (Choose Three)

A. Extract data using Business Intelligence Exchange (BIX).
B. Track Security checklist completion.
C. Run both unit and scenario tests.
D. Verify the guardrail compliance score.
E. Review the three basic authorization models.

Answer: C D B

Explanation:

Project delivery leader: The Project Delivery Leader is responsible for overseeing the project plan, managing resources, and ensuring that project milestones are met. They play a key role in verifying the project plan and adjusting schedules to manage expectations and ensure timely delivery.
Reference: Pega Business Architect Essentials, Project Management Roles and Responsibilities.

Question: 25

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

A. team member do you contact to verify the project plan and manage expectations for the release schedule?
A. Deployment architect
B. Lead business architect
C. Citizen developer
D. Project delivery leader

Answer: D

Explanation:

Project delivery leader: The Project Delivery Leader is responsible for overseeing the project plan, managing resources, and ensuring that project milestones are met. They play a key role in verifying the project plan and adjusting schedules to manage expectations and ensure timely delivery.
Reference: Pega Business Architect Essentials, Project Management Roles and Responsibilities.

Question: 26

Which two statements are true about Minimum Lovable Product (MLP) sizing when using the Estimator tool? (Choose Two)

A. Complex features are always reserved for MLP 2 and later.
B. MLP sizing leads to more precise resource planning.
C. Creation of case steps is factored into MLP sizing.
D. Initial estimations are high-level approximations.

Answer: BD

Explanation:

MLP sizing leads to more precise resource planning: Accurate sizing of the MLP helps in precise allocation and planning of resources, ensuring that the team can deliver the required functionality within the defined time frame.
Reference: Pega Business Architect Essentials, Estimating and Resource Planning.
Initial estimations are high-level approximations: The initial estimations provided during the planning phase are high-level and may require refinement as more details about the requirements and scope become available.
Reference: Pega Business Architect Essentials, Estimation Techniques.

Question: 27

Which two statements are true about Minimum Lovable Product (MLP) sizing when using the Estimator tool? (Choose Two)

A. Complex features are always reserved for MLP 2 and later.
B. MLP sizing leads to more precise resource planning.
C. Creation of case steps is factored into MLP sizing.
D. Initial estimations are high-level approximations.

Answer: BD

Explanation:

MLP sizing leads to more precise resource planning: Proper sizing of the MLP ensures that resource planning is accurate, allowing the team to allocate the necessary resources effectively to meet the

delivery timelines.
Reference: Pega Business Architect Essentials, Estimating and Resource Planning.
Initial estimations are high-level approximations: During the early stages of planning, the estimations are high-level approximations that provide a general idea of the effort required. These estimations are refined as the project progresses and more details are known.
Reference: Pega Business Architect Essentials, Estimation Techniques.

Question: 28

The development, your team creates a spreadsheet with work items to populate the backlog. ...you populate the backlog directly from the spreadsheet?

A. Import stories
B. Create bugs
C. Create feedback

D. Create stones

Answer: A

Explanation:

Import stories: When populating the backlog directly from a spreadsheet, the correct approach is to import the stories. Pega allows for importing user stories from spreadsheets to efficiently populate the backlog.
Reference: Pega Academy, Agile Workbench, Importing Stories.

Question: 29

HOTSPOT
The following view of a timesheet application an employee enters their hours for the week The total hours highlighted are automatically updated with the appropriate values as the fee enters their time.

MOS TOE WEO THU HU Mt

.03-Jan 09. 2021 03 04 05 06 07 08 09

Total: 40 hours

rk 4 8 8 8

Work (28 hrs)

4 4

Sick (4 hrs}

ptton 8 8

vacation (8 hrs)

8 8 8 8 8 40

The employee submits the timesheet. the following view is shown. The application reduces the vacation and sick time balances by the hours entered in the previous view.

tswer Area

Method

Total hours for each type of time tracked ■' iwork vacation sick}

Data transform
Decision table or tree
Validate rule

Cumulative total of all hours tor the week

Updated vacation and sick time balances

Calculation
Data transform
Decision table or tree
Validate rule

Answer

Explanation:

Field: Total hours for each type of time tracked (work, vacation, sick)

Method: Calculation

Field: Cumulative total of all hours for the week

Method: Calculation

Field: Updated vacation and sick time balances

Method: Data transform

Total hours for each type of time tracked (work, vacation, sick)

Method: Calculation

Explanation: The total hours for each type of time (work, vacation, sick) are derived by summing up the respective hours entered by the employee for each day. This involves simple arithmetic operations which are best handled by a calculation rule in Pega.

Reference: Pega Platform Business Architect Essentials, Chapter on Calculations and Decision Rules.

Cumulative total of all hours for the week

Method: Calculation

Explanation: The cumulative total of all hours for the week is computed by summing up the total hours of work, vacation, and sick time. This is another straightforward arithmetic operation that should be implemented using a calculation rule.

Reference: Pega Platform Business Architect Essentials, Chapter on Calculations and Decision Rules.

Updated vacation and sick time balances

Method: Data transform

Explanation: When the employee submits the timesheet, the application needs to update the vacation and sick time balances by subtracting the entered hours from the available balances. This involves data manipulation which is appropriately handled using a data transform. Data transforms in Pega are used to copy and manipulate data.

Reference: Pega Platform Business Architect Essentials, Chapter on Data Transforms and Activities.

Question: 30

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

A. Data records require external storage.

B. Data records are displayed in a drop-down list by default.

C. Data records need unique, user-generated IDs.
D. Data records define permissible values for data fields.

Answer: BD

Explanation:

Data records are displayed in a drop-down list by default: This is true because Pega displays data records in drop-down lists to facilitate user selection.

Reference: Pega Academy, Data Management, Data Records and Drop-down Lists.

Data records define permissible values for data fields: This is true because data records are used to define the set of permissible values for a particular field.

Reference: Pega Academy, Data Management, Data Validation.

Question: 31

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

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

Answer: AD

Explanation:

The data fits the business logic: Ensuring data fits the business logic guarantees that it aligns with the defined processes and rules.

Reference: Pega Academy, Data Validation, Business Logic Integration.

The data is the correct field type: Ensuring the data type is correct is crucial for preventing data- related errors and ensuring compatibility with the system.

Reference: Pega Academy, Data Modeling, Field Types.

Question: 32

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

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

Answer: CD

Explanation:

A sales representative wants to quote the cost of an insurance policy based on selected coverage options: Calculated fields can dynamically determine the cost based on selected options.

Reference: Pega Academy, Calculations and Formulas in Pega, Insurance Policy Cost Calculation.

A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required:
Calculated fields can be used to estimate total costs based on input values for labor and materials.
Reference: Pega Academy, Calculations and Formulas in Pega, Project Management Cost Estimation.

Question: 33

wants an application to process a new customer loyalty account that the store uses for marketing and customer retention efforts. The customer enters their correct information. The data is stored in a data relationship with an external data source.
Which type of data relationship do you create?

A. An embedded data field
B. A case reference field
C. A data reference field
D. A query field

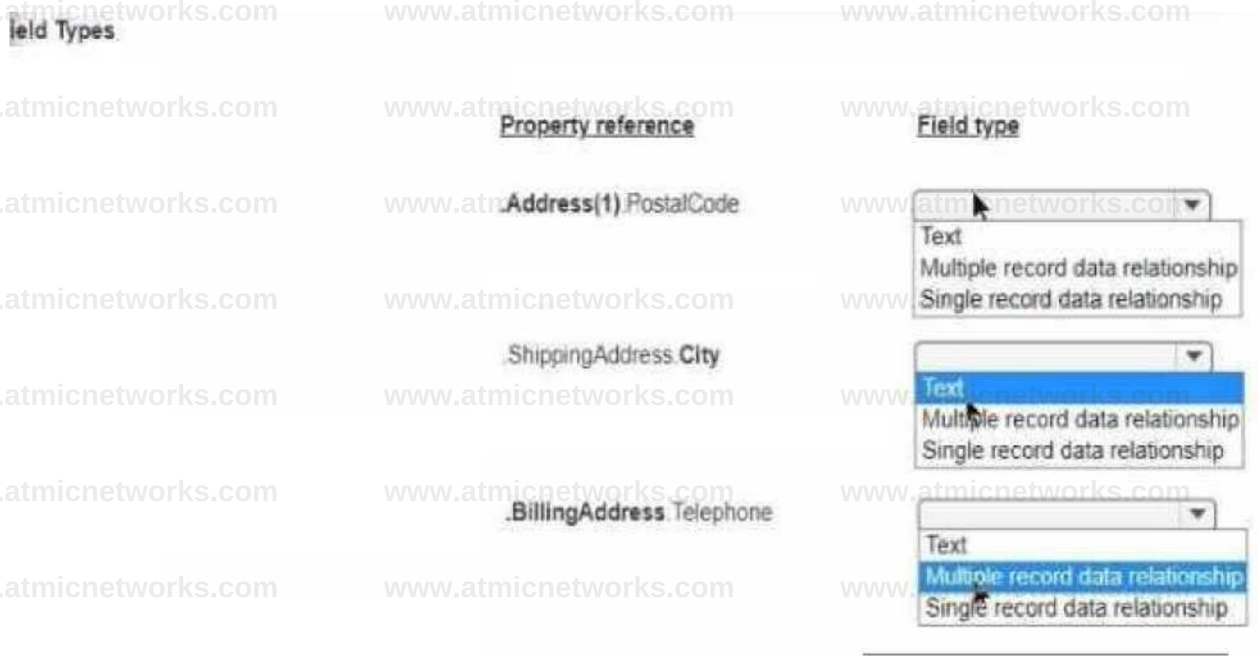
Answer: C

Explanation:

For an application to process a new customer loyalty account with data stored in a data relationship with an external data source, you should create a data reference field.
Data Reference Field: This field type allows the application to reference and use data from an external source without embedding it directly within the case. This is suitable for maintaining up-to- date information and integrating with external systems.
Reference:
Pega Academy: Data Management
Pega Documentation: Data Relationships and Integration

Question: 34

HOTSPOT
Select the bolded portion of each property reference by selecting the corresponding type from the list on the right.



Answer:

Explanation:

Property reference: .Address(1).PostalCode

Field type: Single record data relationship

Property reference: .ShippingAddress.City

Field type: Text

Property reference: .BillingAddress.Telephone

Field type: Multiple record data relationship

Property reference: .Address(1).PostalCode

Field type: Single record data relationship

Explanation: The .Address(1).PostalCode property indicates a specific postal code within a single address. The (1) suggests it's part of an indexed or paged list, but each PostalCode is a single entity within that address record.

Reference: Pega Platform Business Architect Essentials, Chapter on Data Modeling.

Property reference: .ShippingAddress.City

Field type: Text

Explanation: The .ShippingAddress.City property represents a single textual value for the city in the shipping address. This is a straightforward text field.

Reference: Pega Platform Business Architect Essentials, Chapter on Property Types.

Property reference: .BillingAddress.Telephone

Field type: Multiple record data relationship

Explanation: The .BillingAddress.Telephone property suggests there could be multiple telephone numbers associated with the billing address. Therefore, this involves a relationship that can contain multiple records.

Reference: Pega Platform Business Architect Essentials, Chapter on Data Relationships and Classes.

Question: 35

Which two field types are specialized versions of the Query field type? (Choose Two)

A. Data reference

B. Embedded data

C. Picklist

D. Case reference

Answer: AD

Explanation:

The two field types that are specialized versions of the Query field type are:

A . Data reference:

This field type is used to reference data from an external source dynamically. It allows the application to pull in data as needed without storing it directly within the case.

D . Case reference:

This field type is used to reference another case within the Pega application. It is useful for linking related cases and managing dependencies between them.

Reference:

Pega Academy: Field Types and Usage

Pega Documentation: Query Field and Specialized Field Types

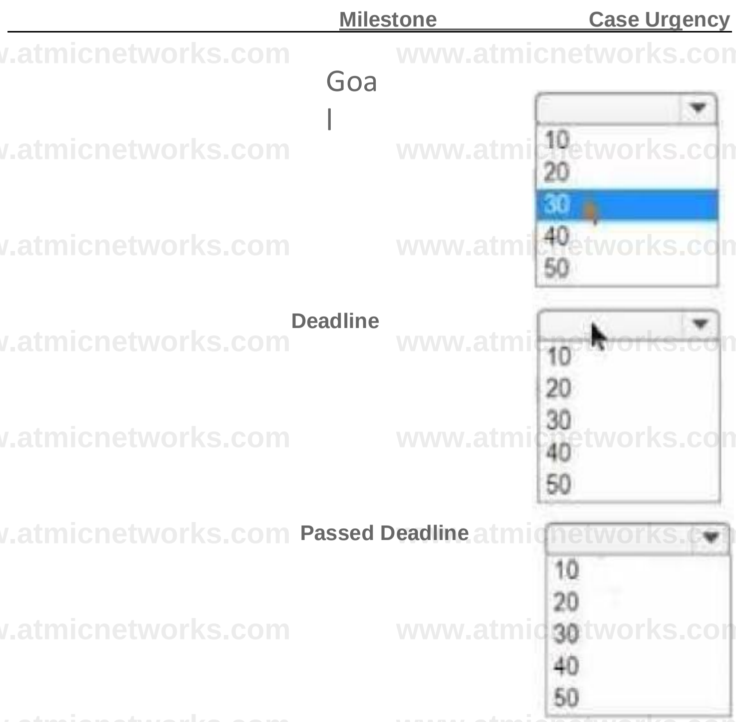
Question: 36

HOTSPOT

A business requires a service-level agreement (SLA) to ensure that expense reports are submitted and reviewed on time. The initial urgency value is set to 10 and the following behavior is required: SLA starts when the Expense report assignment is created ..goal elapses, the assignment urgency increases by 10 ..deadline elapses the assignment urgency increases by 10 ..passed deadline elapses, the assignment urgency increases by 20

Answer area select the urgency value that the system sets if the assignment is not yet completed by the end of each milestone.

nswer



Answer:

Explanation:
To set the urgency values based on the described SLA behavior:
Initial urgency value: 10
When goal elapses: Urgency increases by 10 (Total: 20)
When deadline elapses: Urgency increases by 10 (Total: 30)
When passed deadline elapses: Urgency increases by 20 (Total: 50)
Thus, the urgency values at each milestone are:
Goal: 20
Deadline: 30
Passed Deadline: 50
Reference:
Pega Academy: Service Level Agreements (SLAs)
Pega Documentation: Configuring SLA Urgency and Escalation

Question: 37

Which project nears the end of the Prepare phase, you prepare the project plan for review with your development team, two elements does the project plan include? (Choose Two)

A. Governance structure
B. Epic and user stories
C. RAID log (Risks, Actions, Issues, and Decisions)
D. Definition of Ready (DoR)
E. Project team resourcing's

Answer: BC

Explanation:
As a project nears the end of the Prepare phase, the project plan should include:
B . Epics and user stories:
These are essential for defining the work to be done in future sprints. They provide detailed descriptions of the

functionality and requirements that need to be developed and tested.

C . RAID log (Risks, Actions, Issues, and Decisions):

This log is critical for tracking potential risks, ongoing actions, issues that need resolution, and decisions made during the project. It helps in managing and mitigating risks and ensures that the project stays on track.

Reference:

Pega Academy: Project Planning and Management

Pega Documentation: Prepare Phase Activities and Deliverables

Question: 38

... can select a checkbox to subscribe to a text messaging service. Selecting the checkbox displays a field to enter a mobile phone number. lo you configure the application to display the mobile phone number field only after users select the checkbox?

A. Use a visibility condition on the checkbox to determine whether to show the mobile phone number field.
B. Use a visibility condition on the mobile phone number field to determine whether to show the field.
C. Use a disable condition on the mobile phone number field to determine whether to show the field.
D. Use a validation condition to determine whether to show the mobile phone number field.

Answer: B

Explanation:

Use a visibility condition on the mobile phone number field to determine whether to show the field: In Pega, visibility conditions are used to control the display of UI elements based on specific conditions. In this case, you would configure the visibility condition on the mobile phone number field to display it only when the checkbox for subscribing to the text messaging service is selected. Reference: Pega Academy, User Interface Design, Visibility Conditions.

Question: 39

...Manager need to view the Employee vacation requests report in their Manager portal dashboards.

Only managers have access to this report.

…configuration do you perform to fulfill these requirements?

A. Add a report widget to the Manager portal dashboard, and then click Publish.
B. Add a report widget to the Manager portal dashboard, and then click Publish to default.
C. Add the out-of-the-box Reports landing page to the Manager portal.
D. Create a new landing page on the Manager portal with the new report saved in a public category.

Answer: B

Explanation:

Add a report widget to the Manager portal dashboard, and then click Publish to default: To ensure that only managers can view the Employee vacation requests report, you need to add the report widget to the Manager portal dashboard and then publish it to the default dashboard. This makes the report accessible only to users who have access to the Manager portal.

Reference: Pega Academy, Manager Dashboards and Reports, Configuring Dashboard Widgets.

Question: 40

Which one of the following statements about channel interfaces is true?

A. A persona requires a unique channel interface.
B. All users see the same channel interface.
C. User interfaces are also known as channel interfaces.
D. Seating a channel interface creates a default work queue.

Answer: C

Explanation:

User interfaces are also known as channel interfaces: In Pega, user interfaces are referred to as channel interfaces because they represent the different ways users interact with the application, such as through web, mobile, or other channels.
Reference: Pega Academy, User Interface Design, Channel Interfaces.

Question: 41

two statements about the Constellation design system are true? (Choose Two)

A. Constellation design system is a section-based architecture.
B. Constellation design system improves context switching or multitasking.
C. Constellation design system components are not available in the Traditional UI architecture.
D. Constellation design system uses a modular design.

Answer: BD

Explanation:

Constellation design system improves context switching or multitasking: The Constellation design system in Pega enhances user experience by providing a design that supports efficient context switching and multitasking, making it easier for users to navigate and manage multiple tasks.
Reference: Pega Academy, User Interface Design, Constellation Design System.
Constellation design system uses a modular design: The Constellation design system is built on a modular architecture, allowing for reusable and customizable components that can be easily integrated and maintained.
Reference: Pega Academy, User Interface Design, Constellation Design System Components.

Question: 42

DRAG DROP

A Developer configures a button with the action set as shown in the following image:

Click £ :: ^ Refresh-This section

Target Section v

Data Transform SetDefaultValues

Conditions

When Add a condition

Set Value

Property	Value
.Order.OrderID	.Confirmation Number

Conditions

When when Rule

PaymentConfirmed

Add a condition

Place the events in the order they occur.

Answer Area

Events	**Order events occur**
The order ID value Is set to the value of the confirmation number if the system confirms the payment.	
The system refreshes the section.	
A user clicks the **button.**	
The system applies a data transform.	

Answer:

Explanation:

Order of Events:

A user clicks the button.

The system applies a data transform.

The order ID value is set to the value of the confirmation number if the system confirms the payment.

The system refreshes the section.

A user clicks the button.

Explanation: The event sequence starts when the user interacts with the button by clicking it. This is the trigger for the subsequent actions.

Reference: Pega Platform Business Architect Essentials, Chapter on User Interface.

The system applies a data transform.

Explanation: After the button click, the specified data transform (SetDefaultValues) is executed. Data transforms are used to manipulate data, such as setting default values or copying data from one location to another.

Reference: Pega Platform Business Architect Essentials, Chapter on Data Transforms.

The order ID value is set to the value of the confirmation number if the system confirms the payment.

Explanation: Following the data transform, the system checks the condition (When Rule: PaymentConfirmed). If this condition is true, the system sets the .Order.OrderID property to the .ConfirmationNumber value.

Reference: Pega Platform Business Architect Essentials, Chapter on Conditional Processing.

The system refreshes the section.

Explanation: Finally, the section is refreshed to reflect any changes made during the previous steps. This ensures the user interface is updated with the latest data.

Reference: Pega Platform Business Architect Essentials, Chapter on User Interface and Dynamic UI Updates.

Question: 43

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list and descends in order.

How do you design the report definition to support this requirement?

A. Select Highest to Lowest sort type for Create Date.
B. Make the Create Date the first column in the report.
C. Select Lowest to Highest sort type for Create Date.
D. Add a filter condition where Create Date is greater than the current date.

Answer: A

Explanation:

To sort the cases so that the case with the most recent create date appears at the top, you need to select the Highest to Lowest sort type for the Create Date column.

Select Highest to Lowest sort type: This ensures that the most recent date is listed first and the oldest date is listed last.

Reference:

Pega Academy: Report Definitions

Pega Documentation: Sorting Data in Reports

Question: 44

DRAG DROP

Drag each report from the left to the corresponding report type on the right.

•

Average duration and timeliness per assignment

Answer Area

Business report

Total customer inquiry cases per state per product line

Process report

Answer:

Explanation:

To match the reports to the correct report types:

Average duration and timeliness per assignment:

Report Type: Process Report

Total customer inquiry cases per state per product line:

Report Type: Business Report

Explanation:

Process Reports: Focus on process metrics like the duration and timeliness of assignments.

Business Reports: Focus on business metrics like customer inquiries segmented by state and product line.

Reference:

Pega Academy: Reporting and Analytics

Pega Documentation: Types of Reports

Question: 45

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?

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 to track the number and status of Customer Support Request cases submitted over the last 30 days, follow these steps:

Open the Explore data landing page: This page allows you to create and explore data visualizations.

Create a new insight: Insights help you visualize and analyze data trends and metrics.

Reference:

Pega Academy: Data Exploration and Visualization

Pega Documentation: Creating Insights

Question: 46

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

A. You can transform sharable visualizations into data queries.

B. You can search for and select the fields that you want to include in an insight.

C. You can transform data queries into sharable visualizations.

D. You can edit application data directly in an insight.

Answer: BC

Explanation:

Two statements about insights are true:

B . You can search for and select the fields that you want to include in an insight. This allows for customized data visualizations based on selected fields.

C . You can transform data queries into sharable visualizations, making it easy to share insights with others in the organization.

Reference:

Pega Academy: Insights and Data Visualization

Pega Documentation: Creating and Sharing Insights

Question: 47

Which of the following statements about responsive breakpoints is true?

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

Answer: C

Explanation:

The statement that is true about responsive breakpoints is:

C . Custom responsive breakpoints are configured in App Studio. This allows you to define how the UI behaves at different screen sizes.

Explanation:

Responsive Breakpoints: These are used to adapt the UI layout for different screen sizes, ensuring a good user experience on all devices.

Reference:

Pega Academy: Responsive UI Design

Pega Documentation: Configuring Responsive Breakpoints in App Studio

Question: 48

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

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

Answer: AB

Explanation:

Lock the application after 20 minutes of inactivity: You can configure security settings in a mobile channel to automatically lock the application after a specified period of inactivity to enhance security.

Reference: Pega Academy, Mobile Channel Configuration, Security Settings.

Configure a left swipe behavior to open a message: Mobile channels in App Studio allow configuring custom swipe gestures to perform specific actions such as opening a message when the user swipes left.

Reference: Pega Academy, Mobile Channel Configuration, Gesture Controls.

Question: 49

….wants to create a mobile app experience for users and CSRs for its Transaction Dispute application, following requirements, which option requires you to configure distinct mobile app channels?

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

Answer: B

Explanation:

Mobile app color palettes are different for users and CSRs: Configuring distinct mobile app channels is required when you need different UI elements, such as color palettes, for different user groups (e.g., users and CSRs).
Reference: Pega Academy, Mobile Channel Configuration, Customizing the User Interface.

Question: 50

….application grants 75 employees access to one of four personas: Admin, Author, User, and Manager. A new analyst who joins the company requires all the .. of the Author persona, but only some of the reporting features are available to the Manager persona.
o you satisfy this security requirement?

A. Add the analyst to the Author persona.
B. Add the analyst to both the Author persona and Manager persona.
C. Create a new Analyst persona with the required access.
D. Update the Author persona to include the required analyst reports.

Answer: C

Explanation:

Create a new Analyst persona with the required access: To meet the specific security requirements of the new analyst, it is best practice to create a new persona that combines the necessary permissions from both the Author and Manager personas. This ensures that the analyst has tailored access to the features they need without altering existing personas or adding overlapping roles.
Reference: Pega Academy, Role-Based Access Control, Persona Management.