

Question: 1

Which of the following elements must be defined when designing a case lifecycle in Pega?

- A. Stages, processes, and steps
- B. Work queues, routing, and reporting
- C. SLA timing, notifications, and escalations
- D. Data pages, connectors, and integrations

Answer: A

Explanation:

A case lifecycle consists of stages, processes, and steps that define how a case progresses. Stages represent major phases, processes group related actions, and steps are tasks within a process. Proper case design ensures scalability and maintainability.

Question: 2

Which Pega feature allows you to set statuses for a case at different stages?

- A. Case Type Designer
- B. Flow Actions
- C. Data Transform
- D. Declare Expressions

Answer: A

Explanation:

The Case Type Designer enables defining case statuses at different stages. It allows setting default statuses when a case enters a stage, ensuring clarity in workflow tracking and reporting.

Question: 3

In Pega, when should you add an instruction to a task?

- A. To guide users on what needs to be done at a step
- B. To enforce business rules automatically
- C. To override default SLA urgency values
- D. To control routing logic for work assignments

Answer: A

Explanation:

Instructions in tasks provide guidance to users on what actions need to be taken. They help ensure consistency in case processing by giving clear directions without affecting workflow automation or decision logic.

Question: 4

Which of the following correctly describes the role of a Service Level Agreement (SLA) in Pega?

- A. SLAs define user access levels for a case
- B. SLAs help track and enforce processing time limits
- C. SLAs determine the role of a user within a case
- D. SLAs automatically create new cases when a deadline is missed

Answer: B

Explanation:

A Service Level Agreement (SLA) enforces time-based performance goals by setting urgency levels and defining actions if goals are not met. It ensures cases are completed within specified timeframes.

Question: 5

Which SLA configuration parameter determines how important a case is compared to others?

- A. Deadline
- B. Goal
- C. Urgency
- D. Passed Deadline

Answer: C

Explanation:

Urgency defines how critical a case or assignment is. It is used for prioritization and escalations, ensuring high-priority work gets completed promptly. SLAs dynamically adjust urgency based on case progression.

Question: 6

What is the purpose of the Passed Deadline in a Service Level Agreement (SLA)?

- A. To assign additional urgency after the deadline has passed
- B. To automatically close the case if no action is taken
- C. To remove a case from a queue if the goal is missed
- D. To reset SLA timers if a case is reopened

Answer: A

Explanation:

The Passed Deadline setting in an SLA increases urgency after the deadline has expired. It helps highlight overdue assignments that need immediate attention. Escalation actions, such as reassignment or notifications, can be triggered. This ensures critical tasks are not left unresolved.

Question: 7

Which element defines major phases in a case lifecycle?

- A. Processes
- B. Steps
- C. Stages
- D. Assignments

Answer: C

Explanation:

Stages define the major phases of a case, providing a structured way to organize work. Each stage groups related processes and steps together to enhance case visibility. They help ensure clarity in case flow by distinguishing different sections of the lifecycle. Stages also support conditional or automatic transitions.

Question: 8

A Process in Pega consists of:

- A. One or more assignments, automated tasks, or subprocesses
- B. A sequence of decisions without user interaction
- C. A set of SLAs and urgency calculations
- D. A mechanism to restart a case from an earlier stage

Answer: A

Explanation:

A process in Pega is a sequence of steps that guide a case through completion. It includes assignments for users, automated system actions, and subprocesses to handle complex workflows. Processes ensure structured execution within a stage. They help automate decision-making and task distribution.

Question: 9

Which of the following is NOT a valid stage transition option in Pega?

- A. Automatic transition
- B. Manual transition
- C. Conditional transition
- D. Urgency-based transition

Answer: D

Explanation:

Stage transitions in Pega occur automatically, manually, or conditionally based on predefined rules. Urgency does not directly trigger stage transitions but affects prioritization of cases. Conditional

transitions depend on when rules, ensuring smooth workflow automation. Manual transitions require

explicit user actions.

Question: 10

How does case status help in case management?

- A. It defines user permissions
- B. It helps track case progress
- C. It determines SLA goals
- D. It assigns work to users

Answer: B

Explanation:

Case status provides real-time visibility into where a case is in its lifecycle. It helps users track progress, identify pending tasks, and determine if intervention is required. Status changes can trigger workflow automation, such as routing or notifications. Proper case status management improves reporting and compliance.

Question: 11

What happens if an SLA goal is exceeded?

- A. The case is resolved automatically
- B. The assignment is escalated based on urgency settings
- C. The SLA is reset with a new deadline
- D. The case is archived

Answer: B

Explanation:

When an SLA goal is exceeded, urgency increases dynamically to highlight delayed tasks. Escalation actions, such as sending notifications, reassigning work, or triggering alerts, may occur. This helps organizations prioritize time-sensitive tasks. Exceeding an SLA goal does not automatically close the case.

Question: 12

Which of the following determines if a case can move to the next stage automatically?

- A. When conditions
- B. Approval rules
- C. Case routing settings
- D. SLA deadlines

Answer: A

Explanation:

When conditions define logical rules that determine if a case moves to the next stage without user intervention. These conditions help automate workflow progression based on predefined case data. For example, a loan application case might proceed if all required documents are approved. Automatic stage transitions improve efficiency.

Question: 13

Which two factors influence SLA urgency calculations? (Choose Two)

- A. The assignment's start time
- B. The assigned operator's workload
- C. The time elapsed since case creation
- D. The case's complexity rating

Answer: A, C

Explanation:

SLA urgency increases over time based on the assignment's start time and how long it has been pending. If a case remains unaddressed beyond its goal or deadline, urgency rises, triggering escalations. Workload and complexity do not directly impact SLA urgency. Higher urgency ensures priority handling of critical cases.

Question: 14

What is the benefit of adding instructions to case steps?

- A. They ensure automated routing of tasks
- B. They guide users in completing assignments
- C. They replace validation rules in decision making
- D. They enforce security restrictions

Answer: B

Explanation:

Instructions help guide users on what needs to be done at each step, reducing errors and improving efficiency. They provide clear contextual information, ensuring consistency in execution. Instructions can be customized per step or assignment. They do not affect security, automation, or validation rules.

Question: 15

Which Pega feature allows setting case-wide SLAs?

- A. Flow actions
- B. Case Type Designer
- C. Decision tables
- D. Case status updates

Answer: B

Explanation:

The Case Type Designer enables setting SLAs at the case level, ensuring the entire case adheres to defined processing times. It helps configure urgency, deadlines, and escalation actions at different stages. Case-wide SLAs improve performance tracking and response times. They apply across multiple assignments in the case.

Question: 16

When should you configure multiple SLAs in a case?

- A. When different steps have different deadlines
- B. When users need to see case instructions
- C. When routing is based on urgency
- D. When assigning cases to multiple users

Answer: A

Explanation:

Different steps within a case may require different deadlines depending on business needs. Using multiple SLAs allows setting urgency, goals, and escalations for each assignment. This ensures compliance with service-level commitments. Multiple SLAs enhance case control and resolution timelines.

Question: 17

Which setting allows an SLA to increase urgency over time?

- A. Goal threshold
- B. Escalation action
- C. Increment urgency
- D. Reassignment trigger

Answer: C

Explanation:

The Increment Urgency setting allows Pega to gradually increase urgency as an assignment remains unresolved. This ensures high-priority work is addressed promptly. Combined with escalation actions, it prevents delays in task completion. It is useful for time-sensitive workflows requiring prompt resolution.

Question: 18

What happens when a case reaches its SLA deadline?

- A. The case is automatically closed
- B. The urgency is increased, triggering escalation
- C. The case is reassigned to a different work group
- D. The SLA settings are removed

Answer: B

Explanation:

When a case reaches its SLA deadline, urgency spikes, triggering escalations such as notifications or reassignment. The system ensures overdue tasks receive immediate attention. The case does not automatically close but becomes prioritized. This mechanism ensures service-level commitments are maintained.

Question: 19

Which case type setting prevents users from manually transitioning to the next stage?

- A. Locking the case
- B. Disabling "Allow Stage Skipping"
- C. Removing user permissions
- D. Configuring advanced SLA rules

Answer: B

Explanation:

Disabling "Allow Stage Skipping" ensures users cannot manually override case progression. This enforces structured workflows and prevents unintended jumps between stages. It is useful when sequential processing is required. Users must complete the defined steps before progressing.

Question: 20

Which of the following is not a primary SLA element?

- A. Passed Deadline
- B. Goal
- C. Routing condition
- D. Urgency

Answer: C

Explanation:

SLAs consist of goal, deadline, passed deadline, and urgency settings to track and manage task completion. Routing conditions, though important for case assignment, are separate from SLAs. SLA components ensure efficient workload prioritization. They influence escalation but not direct task routing.

Question: 21

Which routing option assigns work to the most available user within a work queue?

- A. Round-robin assignment
- B. Random distribution
- C. Load balancing
- D. Direct assignment

Answer: C

Explanation:

Load balancing ensures assignments are distributed based on user availability, preventing work overload. It helps maintain productivity by allocating tasks evenly across a team. This routing method is useful in high-volume environments like customer support. Load balancing prevents delays by prioritizing underutilized resources.

Question: 22

Which two methods can be used to route assignments dynamically? (Choose Two)

- A. Work group-based routing
- B. Custom decision table routing
- C. Static user assignment
- D. SLA-driven escalation

Answer: A, B

Explanation:

Work group-based routing assigns tasks to a designated team, ensuring specialized handling. Decision table routing allows assignments based on business logic, making routing decisions flexible. These methods improve efficiency and automate case handling. Static assignment lacks flexibility, while SLA escalation manages overdue tasks.

Question: 23

What is the purpose of cascading approvals in Pega?

- A. To allow multiple users to approve a request in sequence
- B. To reassign approvals if a user is unavailable
- C. To approve work items using an automated decision tree
- D. To enable approvals to be skipped if urgency is high

Answer: A

Explanation:

Cascading approvals allow multiple stakeholders to approve work sequentially, following organizational hierarchy. This ensures compliance with structured decision-making policies. It is commonly used in finance, procurement, and HR approvals. Cascading approvals prevent unauthorized decision-making and maintain accountability.

Question: 24

Which feature allows managers to approve or reject work items directly from an email?

- A. Email Listener
- B. Mobile Approval Portal
- C. Email Approval Link
- D. Work Queue Notification

Answer: C

Explanation:

Email Approval Links allow managers to approve or reject assignments directly from an email notification. This feature speeds up approval processes by reducing login dependency. It is beneficial for mobile workers or executives managing approvals remotely. Email approvals enhance efficiency in timesensitive workflows.

Question: 25

Which Pega feature automatically routes assignments based on the case owner's role?

- A. GetNextWork
- B. Authority Matrix
- C. Business Rules Engine
- D. SLA Goal-Based Routing

Answer: B

Explanation:

The Authority Matrix dynamically assigns work based on role hierarchy and authorization levels. It ensures approvals are routed to the appropriate decision-maker in structured workflows. This is useful in enterprise environments requiring controlled decision-making. The matrix prevents unauthorized users from approving cases.

Question: 26

Which routing approach ensures a case is assigned to a specific individual?

- A. Work Queue Routing
- B. Direct Assignment
- C. Round-Robin Distribution
- D. Workload-Based Assignment

Answer: B

Explanation:

Direct Assignment routes a task to a specific user based on expertise, ownership, or predefined

business rules. This ensures accountability and that specialized tasks reach the right individuals. It is useful for scenarios requiring expert review or legal approvals. Misrouting is minimized, improving workflow efficiency.

Question: 27

Which two factors can be used to configure dynamic routing? (Choose Two)

- A. User skills and availability
- B. Case priority level
- C. Static role assignment

D. Work queue threshold

Answer: A, B

Explanation:

Skill-based routing ensures work is assigned to qualified users based on required expertise. Priority-based routing escalates urgent tasks to ensure high-priority cases are handled first. These methods improve efficiency in business-critical workflows. Static role assignment lacks flexibility, while queue thresholds manage workload limits.

Question: 28

What is the purpose of GetNextWork in Pega?

- A. To automate the routing of the next assignment to users
- B. To create new case types dynamically
- C. To assign urgent tasks based on SLA conditions
- D. To trigger background automation processes

Answer: A

Explanation:

GetNextWork ensures that users receive the highest-priority pending assignment automatically. It optimizes task allocation by minimizing idle time and manual selection. This is commonly used in customer service and case management workflows. The feature helps organizations maintain efficiency and SLA compliance.

Question: 29

Which option should be used to route assignments based on business logic?

- A. Decision Table Routing
- B. Manual Case Assignment
- C. SLA-Based Escalation
- D. Work Queue Distribution

Answer: A

Explanation:

Decision Table Routing enables assignments based on predefined business rules and conditions. It supports dynamic case allocation by evaluating case data against set criteria. This method ensures structured routing without manual intervention. It is commonly used for financial approvals and compliance-based workflows.

Question: 30

Which email feature in Pega allows automatic responses to inbound emails?

- A. Email Listener

- B. Work Queue Processing
- C. SLA Trigger
- D. Email Router

Answer: A

Explanation:

Email Listeners monitor incoming emails and trigger automatic responses or case creation. This enhances customer service operations by handling inquiries and requests efficiently. Email Listeners help businesses process large volumes of inbound messages. They improve response times and reduce manual intervention.

Question: 31

Which routing method ensures work is distributed evenly across a team?

- A. Round-Robin Assignment
- B. Direct Assignment
- C. SLA-Based Routing
- D. Supervisor Override

Answer: A

Explanation:

Round-robin assignment distributes work evenly among available team members, preventing workload imbalances. This ensures that no single user is overwhelmed while others remain idle. It is commonly used in call centers, IT support, and helpdesk environments. Round-robin routing maintains fair task distribution across teams.

Question: 32

Which routing method assigns a task based on skill-matching?

- A. Work Queue Routing
- B. Expertise-Based Routing
- C. SLA-Based Escalation
- D. Manual Assignment

Answer: B

Explanation:

Expertise-Based Routing assigns work to users with the required skills or certifications for a task. It ensures specialized cases are handled by qualified professionals, reducing errors. This method is useful in technical support, finance, and healthcare workflows. Skill-based routing enhances accuracy and efficiency.

Question: 33

Which two approval mechanisms can be used for hierarchical approvals? (Choose Two)

- A. Cascading Approvals
- B. Authority Matrix
- C. SLA Timeouts
- D. Round-Robin Distribution

Answer: A, B Explanation:

Cascading Approvals allow sequential approvals based on hierarchy, while Authority Matrix assigns tasks based on defined permissions. These methods ensure structured decision-making in corporate governance. SLA timeouts and round-robin do not manage approval hierarchy. Both methods prevent unauthorized approvals.

Question: 34

Which feature ensures managers can review all pending approvals in one place?

- A. Approval Dashboard
- B. Work Queue Summary
- C. SLA Report
- D. Case Audit Trail

Answer: A Explanation:

The Approval Dashboard provides a centralized view of all pending approvals, improving visibility for managers. It allows prioritization of tasks and quick decision-making. This feature is useful in high-volume approval processes like finance and HR. It enhances efficiency by reducing bottlenecks in approval workflows.

Question: 35

Which email configuration sends case updates to external users?

- A. Correspondence Rules
- B. SLA Notifications
- C. Decision Table Rules
- D. Manual Email Trigger

Answer: A Explanation:

Correspondence Rules define automated email notifications that inform external users about case updates. These rules ensure timely communication with customers, vendors, or stakeholders. They support dynamic content and can be triggered at different stages of case processing. Correspondence improves transparency and keeps all parties informed.

Question: 36

Which configuration ensures an email is sent when an approval is rejected?

- A. Correspondence Rule
- B. SLA Notification
- C. Work Queue Alert
- D. Manual Notification

Answer: A

Explanation:

A Correspondence Rule triggers an automatic email notification when an approval is rejected. This ensures that requesters or other stakeholders are immediately informed about the decision. The notification can include reasons for rejection and next steps. Automating this process enhances workflow transparency and efficiency.

Question: 37

Which feature ensures that email approvals are processed automatically in Pega?

- A. Email Listener
- B. Decision Table Routing
- C. SLA-Based Approval
- D. Case Audit Trail

Answer: A

Explanation:

An Email Listener monitors incoming email responses and automatically updates the approval status. If a manager approves or rejects a request via email, Pega processes the response. This feature eliminates the need for manual updates, increasing efficiency. It is commonly used in financial and HR approval workflows.

Question: 38

How does delegation of approvals improve case management efficiency?

- A. Allows another user to handle approvals in the original approver's absence
- B. Automatically escalates approval requests based on urgency levels
- C. Ensures that only senior managers can approve high-priority cases
- D. Routes approval tasks directly to the case initiator

Answer: A

Explanation:

Approval Delegation allows a user to temporarily transfer approval responsibilities to another person. This ensures that approvals continue even if the original approver is unavailable. It is useful for vacation coverage, workload balancing, or emergency decision-making. Delegation prevents bottlenecks and

maintains business continuity.

Question: 39

Which feature enables users to configure custom approval routing logic?

- A. Approval Matrix
- B. SLA-Based Routing
- C. Custom Work Queue
- D. Email Notification Rule

Answer: A

Explanation:

An Approval Matrix defines custom routing rules based on case attributes, user roles, or business conditions. It enables flexible approval workflows tailored to organizational requirements. This feature ensures that the right individuals review and approve requests. Approval Matrices are commonly used in finance, procurement, and HR workflows.

Question: 40

Which setting ensures that a case is reassigned if an approval is not completed within SLA deadlines?

- A. Escalation Action
- B. Urgency Threshold
- C. Work Queue Reassignment
- D. Correspondence Rule

Answer: A

Explanation:

An Escalation Action automatically reassigns a case or sends a notification if an approval exceeds the SLA deadline. This ensures that urgent tasks are not delayed, reducing the risk of workflow bottlenecks. Escalations can notify managers, reassign work, or increase urgency. They help maintain compliance with service-level commitments.

Question: 41

Which Pega feature helps identify duplicate cases before processing?

- A. Case Match Rule
- B. Decision Table
- C. Flow Action
- D. Data Page

Answer: A

Explanation:

A Case Match Rule is used to identify potential duplicate cases before they are processed further. It compares case properties such as customer name, email, or order number to detect duplicates. This helps prevent redundant case creation and improves system efficiency. Matching rules can be customized for different case types.

Question: 42

Which two techniques can be used to identify duplicate cases in Pega? (Choose Two)

- A. Weighted Match Rule
- B. Case Status Change
- C. Exact Match Rule
- D. SLA Violation

Answer: A, C Explanation:

Exact Match Rules compare case properties to identify duplicates based on exact field values, such as ID numbers. Weighted Match Rules assign different weights to fields, allowing similarity-based detection. These rules help prevent duplicate case processing. SLA violations and status changes do not detect duplicates.

Question: 43

How does Pega handle potential duplicate cases when a match is found?

- A. The system automatically deletes the duplicate case
- B. The system notifies the user to take action
- C. The duplicate case is merged with the existing case
- D. The system marks both cases as resolved

Answer: B

Explanation:

When a potential duplicate case is detected, Pega notifies the user to take action. The user can review and decide whether to proceed, merge, or close the duplicate. This prevents unintentional duplicate processing while maintaining data integrity. Automatic deletion is not performed to avoid data loss.

Question: 44

What is the purpose of optional actions in a case workflow?

- A. They allow users to complete additional tasks that are not mandatory
- B. They replace the standard case flow with a new process
- C. They automatically resolve cases once completed
- D. They bypass SLAs to speed up case processing

Answer: A

Explanation:

Optional Actions allow users to perform additional, non-mandatory tasks that enhance case processing.

These actions provide flexibility without altering the main workflow. Users can execute them when needed, such as updating information or requesting approvals. Optional actions improve adaptability in case management.

Question: 45

Which feature in Pega allows users to perform an action outside the primary case workflow?

- A. Local Action
- B. Stage Transition
- C. SLA Override
- D. Assignment Routing

Answer: A

Explanation:

A Local Action allows users to perform case-related tasks without changing the main process flow. These actions include updating case details, sending emails, or requesting approvals. Local Actions provide flexibility while maintaining process integrity. They help manage ad-hoc user interactions efficiently.

Question: 46

Which two actions can be configured as optional actions in a case? (Choose Two)

- A. Updating case details
- B. Merging two cases automatically
- C. Requesting additional approvals
- D. Deleting case history

Answer: A, C

Explanation:

Updating case details allows users to modify information without affecting workflow progress. Requesting additional approvals provides flexibility for exceptional cases needing extra validation. These actions ensure that users can address unique situations. Merging cases and deleting history are not considered optional actions.

Question: 47

Which component in Pega automates workflow decisions?

- A. Decision Table
- B. Flow Action
- C. Case Status
- D. SLA Notification

Answer: A

Explanation:

A Decision Table automates case decisions by evaluating predefined conditions and returning results. It helps apply business logic without requiring manual intervention. Decision Tables improve efficiency by streamlining approval processes, routing, and case escalation. They are used in pricing models, loan approvals, and fraud detection.

Question: 48

Which Pega rule enables complex decision-making in workflows?

- A. Decision Tree
- B. Case Locking
- C. SLA Urgency
- D. Work Queue Routing

Answer: A **Explanation:**

A Decision Tree evaluates multiple conditions sequentially to determine an appropriate outcome. It allows complex logic, supporting multiple branching decisions based on case data. This feature is useful in automated underwriting, risk assessment, and business policy enforcement. It enhances workflow automation by reducing manual intervention.

Question: 49

Which decision rule is best suited for handling structured business logic with predefined conditions?

- A. Decision Table
- B. Flow Action
- C. Case Match Rule
- D. SLA Configuration

Answer: A
Explanation:

A Decision Table is ideal for structured decision-making where predefined conditions exist. It simplifies rule maintenance by allowing business users to modify decision logic easily. Decision Tables improve consistency and accuracy in case evaluations. They are widely used in eligibility checks, pricing models, and risk assessments.

Question: 50

Which feature ensures that a case automatically resumes after a condition is met?

- A. Wait Step
- B. SLA Timer
- C. Decision Table
- D. Case Resolution Rule

Answer: A
Explanation:

A Wait Step pauses case processing until a specific condition is met or a defined time period passes. It ensures that dependent tasks, such as receiving external data, complete before proceeding. This improves synchronization between processes. It is useful in multi-step approval workflows and background verification checks.

Question: 51

Which rule type enables a case to skip a stage based on conditions?

- A. When Rule
- B. Decision Tree
- C. SLA Goal
- D. Case Status Update

Answer: A

Explanation:

A When Rule evaluates conditions and determines if a case should skip a stage. It ensures that cases follow different paths based on predefined business logic. This is useful in exception handling or fast-tracking urgent cases. When Rules improve workflow adaptability by allowing conditional routing.

Question: 52

Which Pega rule type allows users to define if-else logic for workflow decisions?

- A. Decision Tree
- B. Case Type Rule
- C. SLA Reassignment
- D. Work Queue Processing

Answer: A

Explanation:

A Decision Tree evaluates multiple if-else conditions in a structured manner to determine a workflow decision. It is used for complex rule evaluations such as loan approvals, medical diagnoses, and fraud detection. Decision Trees reduce manual decision-making efforts. They improve efficiency in automated workflows.

Question: 53

Which two factors influence workflow automation decisions in Pega? (Choose Two)

- A. Case data values
- B. User role hierarchy
- C. External email notifications
- D. SLA escalation thresholds

Answer: A, D

Explanation:

Case data values determine which rules and processes are executed based on business logic. SLA escalation thresholds influence urgency levels, triggering automated reassignment or notifications. These factors help optimize workflow automation. User hierarchy and email notifications are not direct automation triggers.

Question: 54

Which case processing step allows users to bypass a specific stage if it is unnecessary?

- A. Skip Stage
- B. Stage Reassignment
- C. SLA Expiration
- D. Case Escalation

Answer: A

Explanation:

The Skip Stage step allows a case to bypass an unnecessary stage based on predefined conditions.

This improves efficiency by eliminating redundant steps in the workflow. It is commonly used in fast-tracking high-priority cases or skipping verification for trusted customers. Skip Stage ensures workflow adaptability.

Question: 55

Which configuration allows a case to follow different process paths based on conditions?

- A. Fork Shape
- B. Decision Table
- C. Case Type Rule
- D. SLA Configuration

Answer: A

Explanation:

A Fork Shape allows a case to take multiple process paths based on predefined conditions. It is useful when different branches of execution are needed within a case. This improves flexibility in complex workflows by dynamically adjusting case flow. Fork shapes help manage parallel processing efficiently.

Question: 56

Which rule type is used to configure multiple conditions and results for decision-making?

- A. Decision Table
- B. SLA Reassignment
- C. Case Type Configuration
- D. Email Notification Rule

Answer: A

Explanation:

A Decision Table enables structured decision-making by evaluating multiple conditions and returning specific results. It simplifies complex business logic without requiring extensive coding. Decision Tables are commonly used for eligibility rules, pricing models, and workflow routing. They ensure consistency in decision-making.

Question: 57

Which mechanism ensures that duplicate cases are flagged before processing continues?

- A. Case Match Rule
- B. SLA Escalation
- C. Work Queue Routing
- D. Notification Trigger

Answer: A

Explanation:

A Case Match Rule compares case properties to detect duplicates before they are processed further. It prevents redundant case creation and helps maintain data integrity. This rule can be customized with exact or weighted match conditions. It improves efficiency by reducing duplicate work and errors.

Question: 58

Which feature allows a user to select an optional action in a case?

- A. Local Action
- B. Case Resolution
- C. SLA Timeout
- D. Work Assignment

Answer: A

Explanation:

A Local Action allows users to perform optional actions without disrupting the main case workflow. These actions include updating case details, sending correspondence, or requesting approvals. They provide flexibility in handling exceptions or additional tasks. Local Actions improve user control in case processing.

Question: 59

Which two factors determine whether a case needs additional approvals before completion? (Choose Two)

- A. Business Rules
- B. Case Creation Date
- C. SLA Urgency Level
- D. Compliance Requirements

Answer: A, D Explanation:

Business Rules define conditions under which approvals are required, ensuring workflow consistency. Compliance Requirements mandate approvals in regulated industries, such as finance or healthcare. These factors prevent unauthorized decisions and enhance security. SLA urgency and case creation date do not directly trigger approvals.

Question: 60

Which Pega feature automates complex decision-making without user intervention?

- A. Decision Tree
- B. Work Queue Prioritization
- C. SLA Goal Adjustment
- D. Manual Case Assignment

Answer: A

Explanation:

A Decision Tree evaluates multiple conditions sequentially, ensuring complex business rules are applied automatically. It eliminates manual decision-making, reducing errors and processing time. Decision Trees are widely used in fraud detection, risk assessment, and approval workflows. They improve accuracy and streamline automation.

Question: 61

Which feature in Pega allows a case to pause until a specific event occurs?

- A. Wait Step
- B. SLA Escalation
- C. Stage Skip
- D. Work Queue Routing

Answer: A

Explanation:

A Wait Step pauses case processing until a specific event or condition is met. It can wait for a time delay, a data update, or an external system response. This ensures synchronization between case steps when dependent data is required. Wait Steps help manage complex workflows efficiently.

Question: 62

Which two configurations can trigger a Wait Step to resume a case? (Choose Two)

- A. A predefined time interval passes
- B. An SLA reaches its deadline
- C. An external event updates the case
- D. A case status manually changes

Answer: A, C

Explanation:

A Wait Step resumes when a predefined time interval expires or an external event updates the case. These triggers allow the case to proceed without manual intervention. Time-based waits handle scheduled delays, while event-based waits ensure dependencies are met. SLA deadlines and manual status updates do not trigger a Wait Step.

Question: 63

Which feature allows a user to pause and later resume a case manually?

- A. Case Locking
- B. Resume Flow Action
- C. Work Queue Processing
- D. SLA Urgency

Answer: B

Explanation:

The Resume Flow Action lets users manually pause and later resume case progression. This is useful for cases that require external approvals, additional documentation, or customer input. It provides flexibility while keeping the case active. This ensures work can continue when conditions are met.

Question: 64

Which Pega mechanism ensures a case automatically resumes after a delay?

- A. Timer-based Wait Step
- B. SLA-Based Assignment
- C. Case Escalation Action
- D. Decision Tree Evaluation

Answer: A

Explanation:

A Timer-based Wait Step allows a case to pause for a specific time duration before automatically resuming. This is useful when a waiting period is required before the next process step begins. It helps manage scheduled workflows and regulatory waiting periods. This ensures smooth, time-dependent case transitions.

Question: 65

What happens if a Wait Step condition is never met?

- A. The case remains paused indefinitely
- B. The case automatically transitions to the next step
- C. The case gets reassigned to another user
- D. The system cancels the case automatically

Answer: A

Explanation:

If a Wait Step condition is never met, the case remains paused indefinitely until action is taken. To prevent stalled cases, additional mechanisms such as SLAs or escalations should be configured. These ensure that unresolved cases are reviewed. Manual intervention may be required to proceed.

Question: 66

Which feature allows a parent case to control the processing of related child cases?

- A. Case Dependency
- B. Work Queue Assignment
- C. SLA-Based Routing
- D. Decision Table Evaluation

Answer: A

Explanation:

A Case Dependency allows a parent case to control the execution of child cases. This ensures that child cases complete specific actions before the parent progresses. It is useful in workflows where multiple related cases must be completed together. Dependencies improve case coordination and process integrity.

Question: 67

Which feature in Pega ensures that a parent case does not resolve until all child cases are completed?

- A. Case Locking
- B. Wait Step
- C. Resolve Dependencies
- D. SLA Enforcement

Answer: C

Explanation:

Resolve Dependencies ensures that a parent case remains open until all child cases are resolved. This prevents premature case closure when multiple cases are interdependent. It is commonly used in order processing, HR onboarding, and claims management. This rule ensures business processes complete in the correct sequence.

Question: 68

How can a parent case automatically resolve child cases?

- A. Configure an automation step
- B. Set the child case resolution policy
- C. Manually close each child case
- D. Enable case escalation

Answer: B

Explanation:

A child case resolution policy allows a parent case to automatically resolve its child cases when certain conditions are met. This ensures that unnecessary open child cases do not remain active. It is useful for bulk processing workflows. The policy can be configured based on status or completion criteria.

Question: 69

Which feature allows skipping a stage or process in a case?

- A. When Rule
- B. Decision Table
- C. Case Resolution Action
- D. SLA Deadline Adjustment

Answer: A

Explanation:

A When Rule evaluates case conditions and determines if a stage or process should be skipped. This allows workflow flexibility based on business needs. It is commonly used in fast-tracking approvals or skipping verification for pre-approved customers. When Rules ensure that unnecessary steps are avoided.

Question: 70

Which condition allows a stage to be skipped dynamically in Pega?

- A. A decision rule evaluates case data
- B. The user manually selects a skip option
- C. The case owner modifies routing rules
- D. The case is marked as resolved

Answer: A

Explanation:

A Decision Rule evaluates case data dynamically to determine if a stage should be skipped. This allows adaptive workflows where unnecessary stages are automatically bypassed. It improves efficiency by removing redundant steps. It is used in scenarios such as pre-approved loan applications or fast-track orders.

Question: 71

Which action occurs when a child case is withdrawn?

- A. The parent case is also withdrawn
- B. The parent case remains open unless specified otherwise
- C. All related cases are automatically closed
- D. The case is reassigned to a different queue

Answer: B

Explanation:

When a child case is withdrawn, the parent case remains open unless configured otherwise. This allows flexibility in managing multiple case dependencies. The parent case may require manual action to close or continue processing. This prevents premature closure of ongoing workflows.

Question: 72

Which step ensures a parent case waits for all child cases before continuing?

- A. Wait for Child Case
- B. SLA Reassignment
- C. Work Queue Routing
- D. Flow Action Reversal

Answer: A

Explanation:

A Wait for Child Case step ensures that a parent case does not proceed until all child cases are resolved. This prevents incomplete workflows by enforcing dependencies. It is commonly used in order fulfillment, HR onboarding, and insurance claims. It ensures that all related work is completed before proceeding.

Question: 73

Which two methods allow skipping a stage dynamically? (Choose Two)

- A. Configuring a When Rule
- B. Setting a case priority flag
- C. Defining a Decision Table
- D. Changing an SLA Goal

Answer: A, C

Explanation:

A When Rule or Decision Table evaluates business conditions to determine if a stage should be skipped. This allows dynamic case progression based on real-time data. These methods are commonly used for fast-track approvals and optimized workflows. SLAs and priority flags do not control stage skipping.

Question: 74

Which setting ensures a case is paused until external system data is received?

- A. Wait Step
- B. Decision Rule
- C. SLA Urgency
- D. Work Queue Lock

Answer: A

Explanation:

A Wait Step pauses a case until external data is received, such as a response from a third-party system. This ensures that dependent data is available before case progression. It is commonly used in banking, supply chain, and legal workflows. This prevents incomplete or incorrect processing.

Question: 75

Which setting allows a case to automatically close when all child cases are resolved?

- A. Parent Case Resolution Policy
- B. SLA Goal Adjustment
- C. Case Reassignment Rule
- D. Work Queue Configuration

Answer: A

Explanation:

A Parent Case Resolution Policy ensures that a parent case automatically closes when all child cases reach completion. This eliminates manual intervention, reducing workload for case managers. It is commonly used in multi-step workflows like HR onboarding and claims processing. This setting ensures process efficiency and completeness.

Question: 76

Which action should be taken if a child case is still open but the parent case must close?

- A. Manually resolve the child case
- B. Override the Parent-Child Dependency
- C. Configure an Escalation Policy
- D. Skip the remaining child cases

Answer: B

Explanation:

Overriding the Parent-Child Dependency allows a parent case to close even if some child cases remain open. This ensures business continuity without blocking workflows due to unresolved child cases. It is useful in scenarios where child cases are not critical to parent case completion. This setting must be used carefully to avoid incomplete processing.

Question: 77

Which method allows a child case to inherit data from a parent case?

- A. Data Propagation
- B. Work Queue Routing
- C. Case Escalation Rule
- D. SLA Time Limit

Answer: A

Explanation:

Data Propagation ensures that child cases inherit specific data fields from the parent case at creation. This eliminates redundant data entry, improving accuracy and efficiency. It is commonly used in multistep approval processes, legal cases, and order processing. Propagated data helps maintain consistency across related cases.

Question: 78

Which two factors determine whether a stage can be skipped dynamically? (Choose Two)

- A. When Rule Evaluation
- B. Case Priority Level
- C. SLA Deadline Reached
- D. Decision Table Logic

Answer: A, D Explanation:

A When Rule evaluates conditions in real-time, determining whether a stage should be skipped. A Decision Table allows complex logic to automate stage skipping based on case attributes. These methods optimize workflows by removing unnecessary steps. SLA deadlines and case priority do not control stage skipping.

Question: 79

Which step allows a parent case to wait until all child cases reach a defined status?

- A. Wait for Child Case
- B. Case Resolution Rule
- C. SLA-Based Routing
- D. Escalation Trigger

Answer: A Explanation:

A Wait for Child Case step ensures that the parent case remains paused until all child cases meet a defined status. This guarantees that necessary work is completed before further processing. It is useful in order processing, contract approvals, and compliance workflows. This ensures dependencies are respected in case progression.

Question: 80

Which setting allows skipping a stage if specific business conditions are met?

- A. Skip Stage Configuration
- B. SLA Goal Override
- C. Urgency Threshold
- D. Manual Case Resolution

Answer: A

Explanation:

Skip Stage Configuration enables conditional skipping of a stage based on predefined rules. It is commonly used in workflows where some steps are unnecessary for specific cases. This improves efficiency by ensuring cases follow the most optimized path. It helps reduce processing time in loan approvals, medical claims, and service requests.

Question: 81

Which automation shape is used to call a predefined reusable process in a case flow?

- A. Subprocess Shape
- B. Decision Shape
- C. Utility Shape
- D. Wait Shape

Answer: A

Explanation:

A Subprocess Shape calls a predefined reusable process from within a case flow. This reduces redundancy by enabling workflow modularization, making processes reusable across multiple cases. It is commonly used in multi-step approvals, document validation, and background checks. This improves maintainability and process efficiency.

Question: 82

Which shape is used in a case flow to trigger an automated action, such as sending an email?

- A. Utility Shape
- B. Assignment Shape
- C. Decision Shape
- D. Case Dependency Shape

Answer: A

Explanation:

A Utility Shape performs automated actions such as sending emails, running scripts, or updating records. This eliminates manual intervention in workflow tasks, increasing efficiency. It is commonly used in notifications, data transformations, and system integrations. Utility Shapes help automate repetitive tasks.

Question: 83

Which automation shape is used to pause case progression until a specific condition is met?

- A. Wait Shape
- B. Decision Shape
- C. Utility Shape
- D. Case Lock Shape

Answer: A

Explanation:

A Wait Shape pauses a case until a time-based delay or external event occurs. This ensures process dependencies are met before the case advances. It is commonly used in waiting for external approvals, SLA deadlines, or third-party system responses. This prevents premature case progression.

Question: 84

Which two shapes can be used to automate case decisions? (Choose Two)

- A. Decision Shape
- B. Subprocess Shape
- C. Wait Shape
- D. Fork Shape

Answer: A, D

Explanation:

A Decision Shape evaluates predefined rules to determine case flow direction dynamically. A Fork Shape allows a case to take multiple paths based on conditions. These automation shapes reduce manual decision-making and streamline workflows. They are widely used in approvals, order processing, and customer service workflows.

Question: 85

Which Pega feature is best for defining complex rule-based decisions?

- A. Decision Table
- B. Case Match Rule
- C. SLA Deadline
- D. Flow Action

Answer: A

Explanation:

A Decision Table applies structured rules to automate if-then business logic for case decisions. It improves efficiency by ensuring rules are applied consistently without human intervention. It is widely used in loan approvals, pricing calculations, and fraud detection. Decision Tables simplify complex decision-making.

Question: 86

Which feature allows sequential condition-based decision-making in workflows?

- A. Decision Tree
- B. SLA Rule
- C. Wait Step
- D. Case Lock

Answer: A

Explanation:

A Decision Tree allows sequential if-else condition evaluation to determine case outcomes. It is useful for workflows requiring multi-step logic evaluations. It is widely used in credit scoring, risk assessments, and insurance claim processing. Decision Trees automate structured decision-making efficiently.

Question: 87

Which decision rule is preferred for complex scenarios with multiple nested conditions?

- A. Decision Tree
- B. Decision Table
- C. SLA Enforcement
- D. Subprocess Shape

Answer: A

Explanation:

A Decision Tree handles nested conditions by evaluating multiple scenarios step by step. It ensures that complex logic is executed systematically. It is commonly used in fraud detection, eligibility verification, and AI-based decision-making. Decision Trees offer a structured approach to rule-based automation.

Question: 88

Which Pega feature assigns tasks dynamically based on case conditions?

- A. Work Queue Routing
- B. Decision Table
- C. SLA Configuration
- D. Correspondence Rule

Answer: A

Explanation:

Work Queue Routing dynamically assigns tasks based on case conditions, workload distribution, or expertise. It ensures work is allocated efficiently across a team. This method is commonly used in customer service, claims processing, and IT support. It improves case resolution time and resource utilization.

Question: 89

Which decision rule is best for simplifying structured business logic?

- A. Decision Table
- B. Work Queue Routing
- C. SLA Timer
- D. Subprocess Assignment

Answer: A

Explanation:

A Decision Table allows businesses to define structured if-then rules in a tabular format. It simplifies rule maintenance and improves workflow automation. It is widely used in eligibility checks, discount calculations, and risk scoring. Decision Tables ensure consistency in automated decision-making.

Question: 90

Which component in Pega is used to define and manage teams of users?

- A. Work Group
- B. SLA Escalation
- C. Decision Tree
- D. Case Reassignment

Answer: A

Explanation:

A Work Group defines teams of users who can share work assignments based on roles. This ensures tasks are distributed efficiently among the right team members. It is useful in customer service, IT support, and claims processing. Work Groups enhance collaboration and workload management.

Question: 91

Which routing method ensures work is evenly distributed among team members?

- A. Round-Robin Assignment
- B. SLA-Based Escalation
- C. Decision Table Routing
- D. Case Priority Routing

Answer: A

Explanation:

Round-Robin Assignment ensures that tasks are evenly distributed among available team members.

This method prevents overload and balances workloads efficiently. It is widely used in call centers, IT support teams, and service desks. It optimizes resource utilization and response times.

Question: 92

Which two factors influence work queue prioritization? (Choose Two)

- A. Case Urgency
- B. User Availability
- C. Email Notifications
- D. SLA Expiration

Answer: A, D Explanation:

Case Urgency determines how quickly a task should be completed, influencing work queue prioritization. SLA Expiration triggers escalations to prevent delays in case resolution. These factors help prioritize critical cases effectively. User availability and email notifications do not directly impact prioritization logic.

Question: 93

Which feature helps route tasks to specific users with required skills?

- A. Skill-Based Routing
- B. SLA Deadline Enforcement
- C. Case Status Change
- D. Correspondence Notification

Answer: A

Explanation:

Skill-Based Routing ensures tasks are assigned to users with the necessary expertise. It prevents misrouting and ensures that specialized cases are handled efficiently. This method is used in technical support, healthcare case management, and financial services. It enhances accuracy and service quality.

Question: 94

Which component is used to define user roles and permissions in Pega?

- A. Access Group
- B. SLA Configuration
- C. Work Queue
- D. Decision Table

Answer: A

Explanation:

An Access Group defines the roles and permissions assigned to users within an application. It controls what functionalities users can access. This ensures security, compliance, and appropriate data access. Access Groups are essential for role-based control in enterprise applications.

Question: 95

Which method ensures that work items are assigned to users dynamically based on workload?

- A. Workload-Based Routing
- B. Round-Robin Assignment
- C. Decision Table Routing
- D. Case Escalation

Answer: A

Explanation:

Workload-Based Routing dynamically assigns tasks to users based on their current workload and availability. This ensures even task distribution, preventing bottlenecks in workflow processing. It is

commonly used in customer support, IT helpdesks, and sales case management. This method optimizes team efficiency and resource utilization.

Question: 96

Which two components define how work queues operate in Pega? (Choose Two)

- A. Work Group
- B. Operator Availability
- C. SLA Urgency Levels
- D. Decision Tree

Answer: A, B Explanation:

A Work Group allows teams to share work and manage tasks collectively, ensuring collaboration. Operator Availability determines which users can receive work items at any given time. These factors help balance workload across the team. SLA urgency and decision trees influence processing but do not directly define queue operations.

Question: 97

Which method ensures that cases with higher urgency are assigned first?

- A. GetNextWork
- B. Decision Table
- C. Work Queue Summary
- D. SLA Adjustment

Answer: A

Explanation:

GetNextWork automatically assigns the highest-priority case based on urgency and workload balancing. This ensures that critical tasks are processed first, minimizing delays. It is commonly used in call centers, service desks, and financial processing. GetNextWork optimizes task handling based on business priorities.

Question: 98

Which feature allows a manager to reassign work from one user to another?

- A. Bulk Transfer
- B. SLA Timeout
- C. Case Dependency
- D. Access Group Configuration

Answer: A

Explanation:

Bulk Transfer allows managers to reassign multiple tasks at once, ensuring even workload distribution.

This is useful in cases of unexpected absences or workload imbalances. It helps maintain efficiency in high-volume processing environments. This feature is commonly used in customer service and IT support teams.

Question: 99

Which setting ensures that an inactive user's work items are automatically reassigned?

- A. Operator Availability Check
- B. SLA-Based Escalation
- C. Case Status Update
- D. Manual Task Transfer

Answer: B

Explanation:

SLA-Based Escalation ensures that work items assigned to inactive users are reassigned after a defined time. This prevents delays in case resolution and ensures business continuity. It is useful in service operations, support centers, and time-sensitive workflows. Automatic escalation reduces workflow disruptions.

Question: 100

Which feature allows defining team roles and responsibilities within a work group?

- A. Work Group Manager
- B. Case Owner Assignment
- C. SLA Reassignment Rule
- D. Urgency-Based Routing

Answer: A

Explanation:

A Work Group Manager defines team roles, responsibilities, and access permissions within a work group. This ensures structured task management and accountability. It is useful for team-based workflows in customer service, IT support, and HR operations. Work Group Managers oversee task distribution and workload efficiency.

1: Configuring Data Types, Creating Data Objects, Data Relationships, and Field Types This set covers data types, data objects, relationships, field types, and calculated values. Each explanation is exactly 3-4 lines long.

Question: 101

Which Pega component is used to store structured data related to a case?

- A. Data Type
- B. Case Status
- C. Work Queue
- D. SLA Rule

Answer: A

Explanation:

A Data Type in Pega represents structured data used within cases, such as customer details or product information. It defines fields, relationships, and how data is stored. Data Types can be linked to external systems or maintained within the application. They help organize reusable business data efficiently.

Question: 102

Which two elements are required when configuring a Data Type? (Choose Two)

- A. Fields
- B. Case Lifecycle
- C. Data Pages
- D. User Roles

Answer: A, C Explanation:

A Data Type requires fields to define its structure and Data Pages to manage how data is sourced and accessed. Fields determine what information is stored, while Data Pages control data retrieval. Case lifecycle and user roles are unrelated to Data Type configuration. Proper Data Type setup ensures efficient data management.

Question: 103

Which field type should be used for storing a calculated value?

- A. Read-Only
- B. Text
- C. Decimal
- D. Calculated Field

Answer: D

Explanation:

A Calculated Field is used to store computed values that derive from other fields. It allows business rules or expressions to dynamically update values. This is useful for calculating totals, discounts, or derived metrics. Unlike static fields, these values update automatically when referenced.

Question: 104

Which relationship should be used when a single data object can be linked to multiple cases?

- A. One-to-Many
- B. Many-to-One
- C. Many-to-Many
- D. One-to-One

Answer: A

Explanation:

A One-to-Many relationship allows a single data object (e.g., customer) to be linked to multiple cases (e.g., orders). This structure ensures that shared data can be referenced across multiple processes. It

improves data reuse and reduces redundancy. Proper relationships improve case management efficiency.

Question: 105

Which of the following best describes a Data Page in Pega?

- A. A database table for storing case data
- B. A rule that loads and caches data for reuse
- C. A system record that holds user session details
- D. A UI component that displays reports

Answer: B

Explanation:

A Data Page is a rule that loads and caches data for efficient reuse across cases. It can source data from databases, REST APIs, or other systems. By reducing repeated database queries, it improves

application performance. Data Pages ensure dynamic and real-time data access in Pega.

Question: 106

Which two data relationships are supported when defining embedded data? (Choose Two)

- A. One-to-One
- B. Many-to-One
- C. One-to-Many
- D. Many-to-Many

Answer: A, C

Explanation:

One-to-One relationships are used when a single instance of data relates to another single instance (e.g., an address in a profile). One-to-Many relationships allow a single object to contain multiple related records (e.g., multiple phone numbers for a contact). These relationships ensure structured data management.

Question: 107

Which Data Page refresh strategy should be used for dynamic data updates?

- A. Reload once per interaction
- B. Reload once per case creation
- C. Do not reload once created
- D. Reload manually only

Answer: A

Explanation:

Reload once per interaction ensures that data is dynamically updated every time the Data Page is accessed. This is essential for displaying real-time information such as stock availability or customer status. Frequent refreshes provide up-to-date data but can impact performance. Selecting the right strategy balances accuracy and efficiency.

Question: 108

Which property mode allows an embedded list of objects within a data object?

- A. Page List
- B. Single Page
- C. Value List
- D. Reference Property

Answer: A

Explanation:

A Page List stores multiple instances of a related data object inside a case. For example, a purchase order may contain a list of items, each with its details. This structure enables complex data modeling and improves process automation. It supports One-to-Many relationships in case processing.

Question: 109

Which type of data source retrieves external data in real-time?

- A. Lookup Table
- B. Data Transform
- C. Connector
- D. Value List

Answer: C

Explanation:

A Connector integrates with external systems to retrieve real-time data when needed. It allows Pega to interact with web services, REST APIs, and databases. This ensures that applications use the most up-to-date information. Connectors improve system interoperability and data accuracy.

Question: 110

Which method is used to preload default values into a case during creation?

- A. Data Transform
- B. Decision Table
- C. Validation Rule
- D. When Condition

Answer: A

Explanation:

A Data Transform sets default property values when a case is created, ensuring proper initialization. This technique is useful for pre-filling forms, setting case priorities, or applying user preferences. It improves efficiency by reducing manual data entry. Data Transforms enhance automation in case management.

Question: 111

Which two property types support storing lists of values? (Choose Two)

- A. Value List
- B. Page
- C. Value Group
- D. Single Value

Answer: A, C

Explanation:

A Value List stores a collection of related single values (e.g., a list of phone numbers). A Value Group stores unordered collections, such as multiple email addresses for different categories. These property types allow efficient storage and retrieval of multiple related values. They improve case data organization and accessibility.

Question: 112

Which Pega feature allows storing reference data that does not change frequently?

- A. Data Page
- B. Data Table
- C. Value Group
- D. Case Dependency

Answer: B

Explanation:

A Data Table is used to store reference data, such as country codes or product lists, that do not frequently change. This allows fast lookups without requiring repeated queries to external systems. Data Tables improve application efficiency by reducing system calls. They support read-heavy workloads efficiently.

Question: 113

Which two field types support calculated values? (Choose Two)

- A. Expression Integer Read-Only Decimal
- B.
- C. **Answer: A, D**
- D. **Explanation:**

An Expression field dynamically computes values based on business rules or formulas. Decimal fields store numeric calculations, making them useful for financial applications. These field types ensure that computed values remain updated. They are commonly used in pricing, tax calculations, and discounts.

Question: 114

Which method ensures that calculated values update automatically when referenced?

- A. Declare Expression
- B. Data Transform
- C. Manual Property Update
- D. UI Control Event

Answer: A

Explanation:

A Declare Expression ensures that calculated values update dynamically whenever their dependent values change. This eliminates the need for manual updates, reducing errors in data processing. It is

commonly used in automated pricing models and real-time analytics. Declare Expressions improve automation and data integrity.

Question: 115

Which feature in Pega ensures that dependent fields update automatically when a source value changes?

- A. Declare Expression
- B. Data Transform
- C. Validation Rule
- D. When Condition

Answer: A

Explanation:

A Declare Expression ensures that dependent fields update dynamically whenever their source values change. This avoids manual updates and ensures real-time consistency. It is commonly used for tax calculations, discount percentages, and total price computations. Declare Expressions improve data accuracy and reduce errors.

Question: 116

Which field type is best suited for storing numeric values with decimal precision?

- A. Decimal
- B. Integer
- C. Boolean
- D. Text

Answer: A

Explanation:

A Decimal field stores numeric values with decimal precision, making it ideal for financial calculations like currency, tax rates, and measurements. Unlike Integer, it supports fractions, ensuring accurate computations. It is essential in pricing, interest calculations, and scientific measurements. Decimal fields prevent rounding errors.

Question: 117

Which two property types store multiple values without defining a fixed structure? (Choose Two)

- A. Value List
- B. Value Group
- C. Page
- D. Single Value

Answer: A, B

Explanation:

A Value List stores multiple ordered values, such as a list of product codes. A Value Group stores multiple unordered values, useful for categorizing email addresses (work, personal, other). These properties store flexible collections without predefined relationships. They improve data organization in case processing.

Question: 118

Which feature is used to retrieve and display external data without storing it in the case?

- A. Data Page
- B. Case Property
- C. Data Transform
- D. Value List

Answer: A

Explanation:

A Data Page retrieves external data on demand without storing it in the case. This ensures that applications always access the most recent data from external sources, such as databases or web services. It improves efficiency by reducing unnecessary data duplication. Data Pages enhance application performance and accuracy.

Question: 119

Which relationship type should be used when multiple data objects relate to multiple cases?

- A. Many-to-Many
- B. One-to-Many
- C. One-to-One
- D. Parent-Child

Answer: A

Explanation:

A Many-to-Many relationship allows multiple data objects to be linked across multiple cases. For example, multiple employees can be assigned to multiple projects. This setup ensures efficient data sharing and avoids redundant entries. It is commonly used in resource management and product cataloging.

Question: 120

Which Pega feature is used to automatically populate default values for a case?

- A. Data Transform
- B. Decision Table
- C. SLA Assignment
- D. Case Dependency

Answer: A

Explanation:

A Data Transform sets default values for case properties during creation or transitions. This ensures consistent data initialization without manual input. It is commonly used in defaulting customer preferences, assigning case priorities, or initializing date fields. Data Transforms enhance automation and reduce errors.

Question: 121

Which feature in Pega ensures that data entered in a form meets business requirements?

- A. Validation Rule
- B. Data Transform
- C. Decision Table
- D. Data Page

Answer: A Explanation:

A Validation Rule ensures that user-entered data meets predefined conditions before processing. It helps prevent incorrect or incomplete data from being saved in a case. Validation rules can enforce formats, range limits, and required fields. They improve data accuracy and process reliability.

Question: 122

Which two techniques can be used to validate data in Pega? (Choose Two)

- A. Edit Validate Rule
- B. Data Transform
- C. Declare Expression
- D. Validate Rule

Answer: A, D

Explanation:

An Edit Validate Rule enforces format validation (e.g., email syntax, phone numbers). A Validate Rule ensures that fields meet business conditions (e.g., mandatory fields, numeric limits). These rules

improve data integrity and prevent invalid entries. They enhance user experience and reduce processing errors.

Question: 123

Which validation method ensures that a numeric input falls within an allowed range?

- A. Validate Rule
- B. When Rule
- C. Data Page
- D. Case Dependency

Answer: A

Explanation:

A Validate Rule checks whether a numeric input falls within a specified range before allowing data submission. This is useful in enforcing business rules, such as age restrictions, pricing limits, or discount thresholds. It prevents invalid values from being saved. This ensures compliance with organizational policies.

Question: 124

Which component is used to set default values when a case is created?

- A. Data Transform
- B. Decision Table
- C. Validation Rule
- D. Case Dependency

Answer: A

Explanation:

A Data Transform prepopulates default values during case creation or updates. This eliminates manual data entry and ensures consistency. It is useful for assigning default case statuses, setting initial values, and copying data from related objects. Data Transforms improve automation in workflows.

Question: 125

Which data transformation method is used to copy data from one object to another?

- A. Data Transform
- B. When Rule
- C. Validation Rule
- D. Access Group

Answer: A

Explanation:

A Data Transform allows data to be copied or mapped from one object to another dynamically. It enables automatic data updates, field conversions, and calculations. This is useful in scenarios like copying customer details from a registration form to a case. It reduces errors and enhances efficiency.

Question: 126

Which two configurations can be applied in a Data Transform? (Choose Two)

- A. Set a default value
- B. Apply a Decision Table
- C. Execute a Validate Rule
- D. Manipulate properties dynamically

Answer: A, D

Explanation:

A Data Transform can set default values when a case is initialized and dynamically manipulate properties

based on logic. This helps ensure proper data formatting, initialization, and mapping. It is commonly used in copying data, calculating totals, or transforming user inputs. These actions improve workflow automation.

Question: 127

Which property type allows formatted text validation using an Edit Validate Rule?

- A. Text
- B. Decimal
- C. Integer
- D. DateTime

Answer: A

Explanation:

A Text property supports validation using Edit Validate Rules, ensuring that input meets format requirements. This is useful for validating email addresses, phone numbers, or custom IDs. It prevents incorrect data entry before submission. Format validation enhances data integrity in applications.

Question: 128

Which validation method ensures that dependent fields are filled only when necessary?

- A. When Rule
- B. Validate Rule
- C. Edit Validate Rule
- D. Data Page

Answer: B

Explanation:

A Validate Rule ensures that dependent fields are only filled when required based on conditions. For example, it can enforce that "State" is mandatory only if "Country" is selected as the USA. This enhances form accuracy and usability. It prevents unnecessary data entry while maintaining data completeness.

Question: 129

Which feature helps validate user-entered data before submission?

- A. Client-Side Validation
- B. SLA Processing
- C. Work Queue Routing
- D. Case Reassignment

Answer: A

Explanation:

Client-Side Validation occurs before submission, ensuring users correct errors before sending data to the

server. This reduces processing time by preventing unnecessary system calls. It is useful for realtime input validation, such as password strength or date formats. It improves user experience and data accuracy.

Question: 130

Which two components in Pega are used for validating user input? (Choose Two)

- A. Validate Rule
- B. Edit Validate Rule
- C. Case Dependency
- D. SLA Configuration

Answer: A, B **Explanation:**

A Validate Rule enforces field-level conditions, ensuring proper data integrity before submission. An Edit Validate Rule applies text-based format validation, such as email addresses or phone numbers. These rules prevent errors in form submission. They ensure that input meets business and technical requirements.

Question: 131

Which method is used to conditionally populate fields based on business logic?

- A. When Rule
- B. Case Lifecycle Rule
- C. SLA Timer
- D. Data Page

Answer: A
Explanation:

A When Rule applies conditional logic to determine whether a field should be populated or modified. It enables dynamic decision-making in forms, ensuring that only relevant data appears. It is used for conditional workflows, approvals, and dynamic UI behaviors. When Rules enhance process flexibility.

Question: 132

Which feature allows transforming and mapping data between case properties dynamically?

- A. Data Transform
- B. Validation Rule
- C. Work Queue Assignment
- D. SLA Policy

Answer: A
Explanation:

A Data Transform dynamically maps and updates data between different case properties. This is useful for merging customer information, calculating discounts, or converting data formats. It ensures that data is structured correctly before use. It improves automation by reducing manual intervention.

Question: 133

Which validation method ensures that a required field is not left blank?

- A. Validate Rule
- B. Data Transform
- C. SLA Assignment
- D. Decision Table

Answer: A

Explanation:

A Validate Rule enforces that a field is required before a user can proceed. This prevents missing data, ensuring complete case information. It is commonly used in customer registration, order processing, and mandatory approvals. Validate Rules help maintain data integrity.

Question: 134

Which feature helps validate whether a case meets specific conditions before proceeding?

- A. When Rule
- B. Edit Validate Rule
- C. SLA Timeout
- D. Case Status Change

Answer: A

Explanation:

A When Rule defines conditions that must be met before a case can advance in the workflow. It ensures that only eligible cases move forward, improving accuracy in business processing. It is commonly used in loan approvals, fraud detection, and compliance checks. When Rules provide dynamic control over workflows.

Question: 135

Which configuration ensures a property is populated with a default value only if it is initially blank?

- A. Data Transform with "Set if not blank" option
- B. Validate Rule
- C. Decision Table
- D. Declare Expression

Answer: A

Explanation:

A Data Transform with the "Set if not blank" option ensures a property is assigned a default value only if it is initially empty. This prevents overwriting existing values while ensuring required fields have valid defaults. It is commonly used in case creation, customer onboarding, and automated calculations. This improves data consistency and prevents unnecessary overrides.

Question: 136

Which method is used to conditionally execute a Data Transform based on a specific scenario?

- A. When Rule
- B. Validate Rule
- C. SLA Goal Adjustment
- D. Work Queue Assignment

Answer: A

Explanation:

A When Rule evaluates conditions before executing a Data Transform to ensure logic applies only in relevant scenarios. This avoids unnecessary data manipulation, improving efficiency. It is useful in cases like applying tax rates based on region or setting default values based on case type. When Rules enhance flexibility in automation.

Question: 137

Which validation mechanism is best suited for checking formatted input values like emails or ZIP codes?

- A. Edit Validate Rule
- B. Validate Rule
- C. SLA Goal
- D. When Rule

Answer: A

Explanation:

An Edit Validate Rule ensures that text input follows a specific format, such as email addresses, phone numbers, or postal codes. It runs on user input to prevent invalid entries before submission. This reduces data entry errors and improves accuracy in form processing. It is commonly used in registration and customer input forms.

Question: 138

Which feature allows copying multiple property values from one object to another?

- A. Data Transform
- B. Declare Expression
- C. SLA Urgency Calculation
- D. Decision Table

Answer: A

Explanation:

A Data Transform can copy multiple property values from one object to another, simplifying data handling. It is useful for duplicating customer details, mapping values between cases, and setting initial field values. This reduces manual input while ensuring consistency. Data Transforms enhance workflow automation and efficiency.

Question: 139

Which two rule types help ensure data integrity before allowing case submission? (Choose Two)

- A. Validate Rule
- B. Edit Validate Rule
- C. Decision Table
- D. SLA Reassignment

Answer: A, B

Explanation:

A Validate Rule ensures that a case meets specific conditions before submission, such as mandatory fields. An Edit Validate Rule checks formatted inputs like email, phone numbers, or postal codes. These rules prevent incorrect data from being saved. They improve data accuracy and compliance in case workflows.

Question: 140

Which rule allows automating field value updates based on changes in other properties?

- A. Declare Expression
- B. Data Transform
- C. Validate Rule
- D. Decision Table

Answer: A

Explanation:

A Declare Expression updates a field dynamically whenever its dependent property changes. This ensures that calculated values remain accurate and updated in real time. It is commonly used for automatic tax calculations, discount adjustments, and derived metrics. Declare Expressions reduce manual updates and improve automation.

Question: 141

Which Pega component is used to retrieve data from an external system?

- A. Data Page
- B. Case Property
- C. Decision Table
- D. SLA Rule

Answer: A

Explanation:

A Data Page retrieves real-time data from external sources, such as databases, APIs, or services, and caches it for reuse. It eliminates redundant queries, improving system performance. Data Pages help ensure accurate and up-to-date information in case processing. They can be read-only, editable, or savable depending on the use case.

Question: 142

Which two types of Data Pages can be used in Pega? (Choose Two)

- A. Editable Data Page
- B. Read-Only Data Page
- C. SLA-Based Data Page
- D. Decision-Based Data Page

Answer: A, B

Explanation:

A Read-Only Data Page fetches and caches external or internal data but does not allow modifications.

An Editable Data Page enables updates to sourced data, which can later be saved back to a system of record. These Data Pages optimize performance and data retrieval. SLA-based and decision-based pages do not exist in Pega.

Question: 143

Which refresh strategy ensures a Data Page retrieves the latest data on each user request?

- A. Reload Once Per Interaction
- B. Reload Once Per Case
- C. Reload On Demand
- D. Reload Once Per Assignment

Answer: A

Explanation:

Reload Once Per Interaction forces the Data Page to refresh every time it is accessed in a user session. This is useful for displaying real-time data such as stock prices, live chat updates, or customer statuses. While it ensures data freshness, frequent reloading may impact system performance. Proper refresh selection balances efficiency and accuracy.

Question: 144

Which rule ensures that UI controls dynamically populate based on sourced data?

- A. Data Page
- B. Work Queue C. Access Group D. SLA Policy

Answer: A Explanation:

A Data Page dynamically fetches and populates UI controls with relevant data from a system of record. For example, it can prefill a dropdown list with product categories from a database. This ensures that users always see the latest information without manual updates. It enhances data consistency and user experience.

Question: 145

Which method is best for saving case data back to an external system of record?

- A. Savable Data Page
- B. Read-Only Data Page
- C. Declare Expression
- D. Case Dependency

Answer: A

Explanation:

A Savable Data Page allows data to be written back to an external system after modification. This ensures that case updates, approvals, or financial transactions are properly recorded in a central database or API. It supports commit operations to maintain data integrity. This is useful in real-time business applications.

Question: 146

Which two refresh strategies allow a Data Page to reload periodically? (Choose Two)

- A. Reload Once Per Interaction
- B. Reload Every Time Interval
- C. Reload On Demand
- D. Reload If Older Than

Answer: B, D

Explanation:

Reload Every Time Interval refreshes a Data Page at fixed intervals, ensuring updates without user action. Reload If Older Than refreshes when the cached data exceeds a specified age, ensuring fresh data retrieval when needed. These strategies help balance performance and real-time updates. They are critical for data-intensive applications.

Question: 147

Which Data Page scope ensures each user sees a unique version of the data?

- A. Thread
- B. Requestor
- C. Node
- D. Case

Answer: A

Explanation:

A Thread-scoped Data Page ensures that each user session retrieves independent data, preventing conflicts between users. This is useful for user-specific selections like customer profiles or transaction histories. It isolates data within the current process flow. This improves data security and accuracy.

Question: 148

Which two Data Page scopes improve system-wide data reuse and performance? (Choose Two)

- A. Node
- B. Thread
- C. Requestor
- D. Case

Answer: A, C **Explanation:**

A Node-scoped Data Page caches shared data across all users on a server node, reducing redundant calls to the database. A Requestor-scoped Data Page ensures that all user interactions within a session share the same cached data. These scopes improve performance, reduce system load, and optimize memory usage.

Question: 149

Which method allows dynamically sourcing dropdown lists in the UI?

- A. Data Page
- B. Work Queue
- C. Flow Action
- D. SLA Policy

Answer: A

Explanation:

A Data Page can dynamically populate dropdown lists by fetching real-time data from a system of record. For example, a dropdown for selecting customer accounts can pull data from an external database. This ensures that users always see the most up-to-date options. It eliminates the need for manual updates.

Question: 150

Which two sources can a Data Page pull data from? (Choose Two)

- A. REST API
- B. Work Queue
- C. Database Table
- D. SLA Rule

Answer: A, C

Explanation:

A Data Page retrieves data from REST APIs (external web services) and database tables (structured storage). This ensures that real-time business data is integrated into Pega applications. REST APIs enable connectivity with third-party applications, while database tables store local application data.

Question: 151

Which strategy ensures that case data is saved when a user submits a form?

- A. Post Processing Data Transform
- B. SLA Timeout
- C. Decision Table
- D. Declare Expression

Answer: A

Explanation:

A Post Processing Data Transform ensures that user-entered data is processed and saved after form submission. It is useful for calculating totals, validating fields, or updating case properties before committing data. This ensures accuracy before persisting data to a system of record.

Question: 152

Which two Data Page configurations allow writing back to a database? (Choose Two)

- A. Savable Data Page
- B. Read-Only Data Page
- C. Connect-SQL Rule
- D. Work Queue Processing

Answer: A, C

Explanation:

A Savable Data Page allows updates to be committed back to a system of record. A Connect-SQL Rule executes custom SQL operations for advanced database interactions. These methods ensure that data modifications are permanently stored and synchronized. They are useful in enterprise data management.

Question: 153

Which feature in Pega ensures that data updates from an external system are automatically reflected in the UI?

- A. Data Page Refresh Strategy
- B. Declare Expression
- C. SLA Rule
- D. Work Queue Processing

Answer: A

Explanation:

A Data Page Refresh Strategy defines when and how frequently a Data Page retrieves new data from an external system. It ensures users see the most up-to-date information without manual intervention. This improves data accuracy in dashboards, reports, and case details. Proper refresh settings balance performance and real-time accuracy.

Which feature allows Pega to store case-related data while minimizing database queries?

- A. Clipboard
- B. Case Dependency
- C. SLA Timer
- D. Work Queue

Answer: A

Explanation:

The Clipboard is an in-memory storage mechanism that holds case data and Data Pages for quick access. It reduces unnecessary database queries, improving performance. Data remains available during a session, ensuring faster interactions. The Clipboard supports both transient and persistent data storage.

Question: 155

Which refresh strategy allows manually updating a Data Page when required?

- A. Reload On Demand
- B. Reload Once Per Interaction
- C. Reload If Older Than
- D. Reload Every Time Interval

Answer: A

Explanation:

Reload On Demand refreshes a Data Page only when explicitly triggered, giving developers full control over data retrieval. This is useful when data updates are infrequent or depend on user actions. It prevents unnecessary performance overhead. It is commonly used for background data refresh in UI elements.

Question: 156

Which method ensures that only updated records are retrieved from a system of record?

- A. Delta Data Retrieval
- B. Case Refresh Strategy
- C. SLA-Based Data Query
- D. Work Queue Optimization

Answer: A

Explanation:

Delta Data Retrieval ensures that only changed or new records are fetched, reducing unnecessary data transfers. This minimizes system load while ensuring that real-time updates are reflected efficiently. It is commonly used in large-scale enterprise applications. Delta retrieval improves data synchronization and system performance.

Question: 157

Which Data Page scope ensures that a case always retrieves the latest version of sourced data?

- A. Case
- B. Node
- C. Requestor
- D. Thread

Answer: A

Explanation:

A Case-scoped Data Page ensures that each case maintains and updates its own version of sourced data. This is useful when case-specific information, such as approvals or customer details, needs to be refreshed per transaction. It prevents unintended data sharing between cases. This scope improves data isolation and accuracy.

Question: 158

Which Pega feature allows saving data updates from a case back to an external system?

- A. Savable Data Page
- B. Declare Expression
- C. Work Queue Routing
- D. Case Status Change

Answer: A

Explanation:

A Savable Data Page allows capturing user-entered data and writing it back to an external system. This ensures that modifications to case data, approvals, or financial transactions are properly recorded. It supports commit operations for maintaining data integrity. It is essential for enterprise integrations and real-time data updates.

Question: 159

Which Pega feature allows retrieving real-time data from an API when a user interacts with a UI control?

- A. Data Page with Refresh Strategy
- B. Work Queue Processing
- C. Case Dependency
- D. SLA Escalation

Answer: A

Explanation:

A Data Page with a Refresh Strategy ensures that UI elements fetch real-time data from an external API.

This is used in dropdown lists, live search, and auto-suggest fields to provide updated selections. It prevents users from selecting outdated or incorrect data. Proper refresh logic ensures accuracy and better user experience.

Question: 160

Which Pega rule is used to configure an external database connection for sourcing data?

- A. Connect-SQL Rule
- B. SLA Assignment
- C. Case Processing Rule
- D. Work Queue Optimization

Answer: A

Explanation:

A Connect-SQL Rule allows Pega to retrieve, insert, update, or delete data from an external relational database. It helps in integrating legacy systems and third-party applications with case processing. This ensures smooth data exchange between Pega and external systems. It is essential for enterprise-level database interactions.

Question: 161

Which Pega feature allows simulating an external data source during development?

- A. Data Page Simulation
- B. Connect-SQL Rule
- C. Data Transform
- D. SLA Escalation

Answer: A

Explanation:

Data Page Simulation allows developers to mock external data sources when an actual system is unavailable. This helps in testing integrations, UI behavior, and workflow automation before connecting to a real system. It improves application development and debugging. This ensures that case processing does not fail due to missing data.

Question: 162

Which two methods allow simulating data retrieval from an external system? (Choose Two)

- A. Data Page Simulation
- B. Mock Data Source
- C. SLA-Based Refresh
- D. Work Queue Routing

Answer: A, B

Explanation:

A Data Page Simulation allows temporary test data to be loaded instead of live data. A Mock Data Source provides static sample data for UI components and integrations. These methods allow developers to test application behavior without an actual API or database. This reduces development dependencies on external systems.

Question: 163

Which Pega rule is used to fetch real-time data from an external REST API?

- A. Connect-REST Rule
- B. Declare Expression
- C. Work Queue Processing
- D. SLA Deadline

Answer: A

Explanation:

A Connect-REST Rule allows Pega to interact with external REST APIs for fetching and updating real-time data. It is commonly used in web services, payment processing, and third-party system integrations. This ensures seamless communication between Pega and external applications. REST APIs support lightweight and scalable data exchange.

Question: 164

Which component allows a Pega application to connect to an external SOAP service?

- A. Connect-SOAP
- B. Data Transform
- C. Case Dependency
- D. SLA Rule

Answer: A

Explanation:

A Connect-SOAP Rule enables data exchange with external SOAP-based web services. This is useful for legacy system integrations, financial transactions, and enterprise applications. SOAP services support structured XML-based communication. This ensures secure and reliable interactions with external data sources.

Question: 165

Which feature ensures real-time updates in the UI when a user enters data in a field?

- A. Refresh Condition

- B. Data Transform
- C. Work Queue Processing
- D. SLA Timeout

Answer: A

Explanation:

A Refresh Condition ensures UI components dynamically update when a user modifies related data fields. This eliminates the need for manual page reloads, improving user experience and application responsiveness. It is used for dynamic calculations, live form validation, and dependent field updates. This ensures smooth interaction with UI elements.

Question: 166

Which UI component is used to capture structured data from users?

- A. Section
- B. Flow Action
- C. Decision Table
- D. Work Queue

Answer: A

Explanation:

A Section is a UI container that holds input fields, dropdowns, checkboxes, and buttons for user interaction. It allows structuring data collection forms, dashboards, and reports efficiently. Sections ensure reusability and consistency across cases. They improve user experience by organizing data logically.

Question: 167

Which two UI components can display data dynamically retrieved from a Data Page? (Choose Two)

- A. Dropdown
- B. Grid
- C. SLA Rule
- D. Case Dependency

Answer: A, B

Explanation:

A Dropdown can dynamically fetch and display a list of values sourced from a Data Page. A Grid can display tabular data, such as customer records, orders, or transaction history, retrieved from external sources. These components ensure real-time data presentation. They improve data visualization in case workflows.

Which method allows a field to dynamically update based on another field's value?

- A. Declare Expression
- B. Work Queue Processing
- C. SLA Deadline
- D. Case Reassignment

Answer: A

Explanation:

A Declare Expression ensures that a field's value automatically updates when a related field changes. This eliminates the need for manual recalculations, ensuring data consistency. It is commonly used for tax calculations, total cost updates, and status changes. This improves automation in UI interactions.

Question: 169

Which refresh strategy ensures that dropdown values update only when explicitly triggered?

- A. Reload On Demand
- B. Reload Once Per Interaction
- C. Reload If Older Than
- D. Reload Every Time Interval

Answer: A

Explanation:

Reload On Demand ensures that dropdown values update only when triggered by user action or system event. This prevents unnecessary data refreshes, optimizing system performance and response time. It is useful for selecting products, customer accounts, or lookup lists. This method balances performance and accuracy.

Question: 170

Which two Pega components are used to display data in a tabular format? (Choose Two)

- A. Grid
- B. Repeat Layout
- C. SLA Timer
- D. Work Queue

Answer: A, B

Explanation:

A Grid displays structured tabular data, such as customer lists or transaction histories, retrieved from a Data Page. A Repeat Layout is used to dynamically iterate over multiple data records. These UI components ensure clear data presentation. They enhance case visibility and usability.

Question: 171

Which Pega rule allows configuring conditional visibility of a UI field?

- A. When Rule
- B. SLA Goal
- C. Work Queue Processing
- D. Case Dependency

Answer: A

Explanation:

A When Rule controls a UI field's visibility, editability, or required status based on case conditions. This ensures that only relevant fields are shown to users. It is commonly used in multi-step forms, approvals, and customer applications. This improves user experience and data integrity.

Question: 172

Which Pega feature allows integrating data from multiple sources into a single UI layout?

- A. Data Page
- B. Work Queue
- C. SLA Deadline
- D. Case Reassignment

Answer: A

Explanation:

A Data Page enables consolidating and displaying data from multiple external and internal sources in a UI layout. This is useful for customer dashboards, reports, and interactive forms. It ensures that users access real-time, synchronized information. This enhances data consistency across applications.

Question: 173

Which rule ensures that a field is editable only when a specific condition is met?

- A. When Rule
- B. Validate Rule
- C. Data Page
- D. Case Dependency

Answer: A

Explanation:

A When Rule defines conditions that control when a field is editable, read-only, or hidden. This is useful for restricting inputs based on user roles, case statuses, or approvals. It improves data accuracy and security by ensuring users interact with fields only when appropriate. It is commonly used in approval workflows and dynamic UI designs.

Question: 174

Which UI layout allows displaying multiple sections within a case view?

- A. Dynamic Layout
- B. Repeat Grid
- C. Work Queue
- D. SLA Goal

Answer: A

Explanation:

A Dynamic Layout enables flexible arrangement of UI components within a case view. It allows responsive design, adjusting to different screen sizes and device types. This improves usability and consistency in complex forms. It is commonly used for interactive dashboards and multi-step forms.

Question: 175

Which feature allows dynamically showing or hiding sections based on user actions?

- A. Visibility Condition
- B. Data Transform
- C. SLA Reassignment
- D. Work Queue Processing

Answer: A

Explanation:

A Visibility Condition ensures that sections appear or disappear dynamically based on field values or business logic. This improves user experience by reducing unnecessary clutter in forms. It is commonly used for conditional approvals, additional input sections, and decision-based UI flows. This feature enhances UI responsiveness and efficiency.

Question: 176

Which two components allow users to enter and modify structured data in a form? (Choose Two)

- A. Text Input
- B. Dropdown
- C. SLA Timer
- D. Case Status

Answer: A, B

Explanation:

A Text Input allows users to enter free-text values, such as names or comments. A Dropdown provides predefined selectable options, ensuring data consistency. These components improve data capture accuracy and user experience. They are widely used in registration forms, search filters, and case data inputs.

Question: 177

Which UI control allows displaying detailed case data in an expandable format?

- A. Repeat Grid
- B. Tree Grid
- C. Work Queue
- D. SLA Goal

Answer: B

Explanation:

A Tree Grid displays data in a hierarchical structure, allowing users to expand and collapse sections. This is useful for showing nested relationships, such as parent-child records, multi-level approvals, and organizational structures. It improves data presentation and case navigation. This is commonly used in case tracking and audit reports.

Question: 178

Which refresh condition ensures a UI section updates when a field value changes?

- A. Refresh When Changed
- B. Reload Once Per Interaction
- C. SLA Escalation
- D. Case Assignment

Answer: A

Explanation:

Refresh When Changed triggers an update when a specific field value is modified, ensuring real-time updates in the UI. This is useful for calculating totals, updating dropdown values, or adjusting form visibility. It enhances user experience by dynamically reflecting changes. This prevents users from needing to refresh the page manually.

Question: 179

Which feature enables dynamically updating UI controls based on external data changes?

- A. Auto-Refresh Data Page
- B. Work Queue Processing
- C. SLA Recalculation
- D. Case Status Update

Answer: A

Explanation:

An Auto-Refresh Data Page ensures that UI controls update automatically when external data changes. This is useful for stock price updates, real-time notifications, or changing case statuses. It prevents users from seeing outdated information. This improves data accuracy and responsiveness in UI interactions.

Question: 180

Which component ensures that multiple values from a Data Page are displayed in the UI?

- A. Repeat Grid
- B. Work Queue
- C. SLA Timer
- D. Case Status

Answer: A

Explanation:

A Repeat Grid displays multiple records dynamically from a Data Page or system of record. This is useful for customer lists, transaction histories, and product catalogs. It ensures that users can view, filter, and interact with structured data efficiently. This improves case visibility and decision-making in business processes.

Question: 181

Which Pega component is used to define user roles and access permissions?

- A. Access Group
- B. Case Lifecycle
- C. Work Queue
- D. SLA Rule

Answer: A

Explanation:

An Access Group defines user roles, application access, and security privileges. It determines what functionalities users can access, ensuring role-based control. Access Groups improve security by restricting unauthorized actions. They are critical for managing permissions in enterprise applications.

Question: 182

Which two components define access control policies in Pega? (Choose Two)

- A. Access Roles
- B. Privileges
- C. SLA Goal
- D. Work Queue

Answer: A, B

Explanation:

Access Roles assign permissions to users based on job functions, defining what cases and data they can interact with. Privileges provide granular access control to specific actions within an application. These components ensure secure and controlled data access. Proper access management prevents unauthorized modifications.

Question: 183

Which security feature enforces authentication rules for Pega users?

- A. Authentication Service
- B. Work Queue Routing
- C. SLA Enforcement
- D. Case Dependency

Answer: A

Explanation:

An Authentication Service enforces user authentication rules, such as single sign-on (SSO), LDAP, or OAuth integrations. It ensures that only authorized users can access the system. It enhances security by enforcing multi-factor authentication (MFA). This prevents unauthorized access and data breaches.

Question: 184

Which rule type in Pega helps track user actions and system changes?

- A. Audit Trail
- B. SLA Escalation
- C. Work Queue Processing
- D. Decision Table

Answer: A

Explanation:

The Audit Trail records user actions, system changes, and case updates. It ensures accountability and compliance by maintaining a log of who modified what and when. This feature is essential for security audits, troubleshooting, and regulatory compliance. It enhances transparency in system operations.

Question: 185

Which two security policies help prevent unauthorized access in Pega? (Choose Two)

- A. Password Policies
- B. Timeout Policies
- C. SLA Adjustments
- D. Work Queue Assignments

Answer: A, B

Explanation:

Password Policies enforce strong authentication, such as password length, complexity, and expiration rules. Timeout Policies log out inactive users to prevent unauthorized access to open sessions. These policies strengthen system security. Proper configuration helps mitigate security risks and data breaches.

Question: 186

Which Pega feature allows defining data access restrictions at the field level?

- A. Access When Rule
- B. Case Lifecycle
- C. SLA Goal
- D. Work Queue Processing

Answer: A

Explanation:

An Access When Rule allows conditional access control to fields, cases, or data elements based on user roles or business conditions. This ensures sensitive data is visible only to authorized users. It enhances data privacy and security compliance. This rule is commonly used in financial and healthcare applications.

Question: 187

Which two methods allow tracking user authentication and login history? (Choose Two)

- A. Security Logs
- B. Authentication Service
- C. SLA Processing
- D. Case Assignment

Answer: A, B

Explanation:

Security Logs track login attempts, failures, and access violations, providing insights into potential security threats. Authentication Service manages user authentication mechanisms, such as OAuth, LDAP, and SSO. These features help detect suspicious activities and prevent unauthorized access.

Question: 188

Which security feature prevents users from accessing case data they are not authorized for?

- A. Access Control Policy
- B. SLA Timeout
- C. Work Queue Processing
- D. Case Status

Answer: A

Explanation:

An Access Control Policy restricts user access to specific case data based on business rules and role assignments. This ensures that only authorized personnel can view or modify sensitive records. It helps prevent data leaks and unauthorized updates. It is widely used in compliance-driven industries.

Question: 189

Which setting ensures that a case action is available only to specific users or roles?

- A. Privilege

- B. SLA Deadline
- C. Work Queue Routing
- D. Case Escalation

Answer: A

Explanation:

A Privilege grants fine-grained access control over specific case actions, such as approvals or confidential tasks. It ensures that only users with appropriate permissions can perform sensitive actions. This improves security and data integrity. Privileges help prevent unauthorized case modifications.

Question: 190

Which two security policies enforce automatic session management? (Choose Two)

- A. Session Timeout Policy
- B. Lockout Policy
- C. SLA Recalculation
- D. Work Queue Prioritization

Answer: A, B

Explanation:

A Session Timeout Policy automatically logs out inactive users, preventing unauthorized access to abandoned sessions. A Lockout Policy temporarily blocks user accounts after multiple failed login attempts. These measures protect against session hijacking and brute-force attacks. Proper session policies enhance security compliance.

Question: 191

Which audit mechanism ensures tracking of case modifications and assignments?

- A. Field Audit Log
- B. SLA Goal Adjustment
- C. Work Queue Processing
- D. Case Routing

Answer: A

Explanation:

A Field Audit Log tracks changes made to case properties and assignments, ensuring traceability of modifications. This helps in compliance audits, forensic investigations, and data security analysis. It maintains a detailed change history. It improves accountability in case processing.

Question: 192

Which feature helps prevent users from performing restricted actions on a case?

- A. Access Deny Rule

- B. SLA Goal
- C. Case Lifecycle
- D. Work Queue

Answer: A

Explanation:

An Access Deny Rule explicitly blocks users from performing unauthorized actions, even if they have role-based access. It is useful for protecting sensitive case information and ensuring data privacy compliance. It strengthens security enforcement. This rule overrides standard access settings when needed.

Question: 193

Which security mechanism ensures that users can only see and interact with assigned cases?

- A. Work Queue Security
- B. SLA Processing
- C. Case Dependency
- D. Field Value Mapping

Answer: A

Explanation:

Work Queue Security ensures that users can only access cases assigned to their work queue. This prevents unauthorized users from browsing or modifying unrelated cases. It improves task segregation and operational efficiency. This feature is useful in multi-user, role-based case handling.

Question: 194

Which security policy ensures data integrity by restricting direct database access?

- A. Data Encryption Policy
- B. SLA Rule
- C. Case Type Security
- D. Work Queue Limit

Answer: A

Explanation:

A Data Encryption Policy ensures that data is encrypted both in transit and at rest, preventing unauthorized access to sensitive records. This is crucial for securing customer data, financial records, and personal information. It helps meet compliance standards like GDPR and HIPAA. Proper encryption enhances data security and privacy.

Question: 195

Which feature allows tracking and auditing field-level changes in case properties?

- A. Field-Level Auditing
- B. SLA Deadline
- C. Work Queue Assignment
- D. Access Group

Answer: A

Explanation:

Field-Level Auditing logs modifications to case properties, ensuring that changes are recorded and trackable. This helps in investigating unauthorized modifications and maintaining compliance records. It provides detailed audit logs for sensitive data fields. This feature strengthens data security and traceability.

Question: 196

Which Pega tool is used to record and automate unit tests?

- A. PegaUnit
- B. Test Case Rule
- C. Data Transform
- D. Decision Table

Answer: A

Explanation:

PegaUnit is Pega's built-in unit testing framework that allows developers to record, execute, and automate unit tests. It enables validation of rules, data transforms, and decision logic to ensure correctness. Automating unit tests improves application reliability and reduces testing efforts. PegaUnit ensures fast regression testing.

Question: 197

Which two components are required when configuring a PegaUnit test case? (Choose Two)

- A. Test Data
- C. Expected Output
- D. SLA Policy
- E. Work Queue

Answer: A, B

Explanation:

A PegaUnit test case requires test data (input values) and an expected output to compare against the actual result. This ensures that rules, decisions, and flows function correctly. Proper test configuration identifies defects early in development. This improves test accuracy and automation.

Question: 198

Which rule type can be tested using a PegaUnit test case?

- A. Decision Table
- B. Case Type
- C. Work Queue
- D. SLA Escalation

Answer: A

Explanation:

A Decision Table can be tested using PegaUnit to verify whether business rules return expected results. It allows automated validation of rule logic for multiple scenarios. This ensures that decisions are consistent, accurate, and free from errors. Decision Table tests improve business rule reliability.

Question: 199

Which two best practices should be followed when configuring unit tests? (Choose Two)

- A. Use meaningful test names
- B. Define expected results
- C. Assign SLAs to unit tests
- D. Use work queues for unit tests

Answer: A, B

Explanation:

A meaningful test name helps identify test purpose and scope quickly, improving test management. Defining expected results ensures automated validation of business rules and workflows. SLAs and work queues are unrelated to unit testing best practices. Properly configured tests improve debugging and automation.

Question: 200

Which feature allows running multiple test cases together in PegaUnit?

- A. Test Suite
- B. Work Queue
- C. Case Dependency
- D. SLA Rule

Answer: A

Explanation:

A Test Suite groups multiple PegaUnit test cases into a single execution set. This allows developers to run and validate multiple test cases simultaneously, improving efficiency. It is useful for regression testing and large-scale automation. Test Suites ensure comprehensive validation of application logic.

Question: 201

Which two testing strategies help improve unit test coverage? (Choose Two)

- A. Testing both positive and negative scenarios
- B. Automating frequently executed test cases
- C. Assigning work queues to test cases
- D. Configuring SLA deadlines for test cases

Answer: A, B

Explanation:

Testing both positive and negative scenarios ensures that all possible inputs and edge cases are covered. Automating frequently executed test cases saves time and ensures repeatability. Work queues and SLAs are not relevant for unit test execution. Proper test coverage improves application stability and reliability.

Question: 202

Which component ensures test data is reset before running unit tests?

- A. Test Data Setup
- B. Work Queue Processing
- C. SLA Recalculation
- D. Case Dependency

Answer: A

Explanation:

A Test Data Setup rule ensures that unit tests start with a clean dataset, preventing data inconsistencies. This guarantees that test results remain predictable and reliable. Proper test data handling is critical for automation and continuous testing. This ensures repeatable and consistent test outcomes.

Question: 203

Which best practice should be followed for maintaining PegaUnit test cases?

- A. Store test cases in a separate ruleset
- B. Assign unit tests to work queues
- C. Create SLAs for unit tests
- D. Use test cases as case dependencies

Answer: A

Explanation:

Storing test cases in a separate ruleset ensures that tests do not interfere with production rules. This allows version control, modular testing, and better test organization. Work queues, SLAs, and case dependencies are not required for unit test maintenance. Isolated test rulesets improve application testing efficiency.

Question: 204

Which security setting ensures only authorized users can execute test cases?

- A. Privilege Assignment
- B. SLA Timeout
- C. Work Queue Routing
- D. Case Status Locking

Answer: A

Explanation:

A Privilege Assignment restricts test case execution to specific users or roles. This prevents unauthorized users from modifying or running sensitive unit tests. It ensures controlled test execution and prevents accidental changes. Proper access control enhances DevOps security in Pega applications.

Question: 205

Which feature allows PegaUnit to generate test cases automatically based on rule execution?

A. Auto-Generated Test Case B. Decision Table Execution C. SLA-Based Testing D. Work Queue Optimization

Answer: A

Explanation:

The Auto-Generated Test Case feature creates test cases automatically when a rule is executed. This simplifies test creation for Decision Tables, Data Transforms, and automated flows. It improves test coverage with minimal manual effort. This feature enhances automation in Pega's testing framework.

Question: 206

Which two benefits does unit testing provide in DevOps? (Choose Two)

- A. Faster defect detection
- B. Improved rule validation
- C. SLA optimization
- D. Work Queue Load Balancing

Answer: A, B **Explanation:**

Faster defect detection ensures that errors are identified early, reducing the cost of fixing defects later. Improved rule validation ensures that business logic behaves as expected across different conditions. SLAs and work queues are unrelated to unit testing. Proper unit testing improves software quality and deployment speed.

Question: 207

Which component allows unit tests to be executed automatically in a CI/CD pipeline?

- A. Deployment Manager
- B. SLA Processing
- C. Work Queue Routing
- D. Case Dependency

Answer: A

Explanation:

Deployment Manager integrates with CI/CD pipelines to execute unit tests automatically during deployments. This ensures that code changes are validated before release, reducing production issues. Automated testing in CI/CD enhances DevOps efficiency. It ensures continuous validation of application functionality.

Which best practice ensures that unit tests remain effective over time?

- A. Regularly updating test cases
- B. Assigning SLAs to test cases
- C. Work Queue Optimization
- D. Case Escalation

Answer: A

Explanation:

Regularly updating test cases ensures that tests reflect changes in business rules and system functionality. This prevents outdated test cases from providing false positives or negatives. SLAs, work queues, and escalations are not related to unit test maintenance. Regular test updates improve application reliability.

Question: 209

Which component ensures test cases are executed in a specific order?

- A. Test Suite
- B. SLA Recalculation
- C. Work Queue Processing
- D. Decision Table

Answer: A

Explanation:

A Test Suite organizes multiple test cases into a predefined sequence, ensuring dependent tests run in a controlled manner. This helps verify complex workflows and decision logic. It improves automation and reduces manual effort. Test Suites enhance test management in large applications.

Question: 210

Which feature allows debugging failed unit tests efficiently?

- A. Tracer
- B. SLA Monitor
- C. Work Queue Audit
- D. Case History

Answer: A

Explanation:

Tracer captures rule execution details, helping debug failed unit tests by tracking runtime behavior. It provides insights into errors, unexpected outputs, and data transformations. This improves root cause analysis. Tracer is essential for fixing unit test failures efficiently.

Question: 211

Which feature in Pega enables real-time analysis of case data?

- A. Insights
- B. Data Pages
- C. Work Queues
- D. SLA Rules

Answer: A

Explanation:

Insights provide real-time data analysis by allowing users to create interactive reports and visualizations. They enable quick decision-making by displaying trends, case statuses, and performance metrics. This improves business intelligence and case management efficiency. Insights ensure data-driven decision-making.

Question: 212

Which two advantages do Insights offer over traditional reports? (Choose Two)

- A. Real-time data updates
- B. Interactive drill-down capabilities
- C. SLA escalation tracking
- D. Work queue automation

Answer: A, B Explanation:

Insights provide real-time data updates, ensuring that users always work with the most current case information. They also support interactive drill-down capabilities, allowing users to explore deeper levels of data. SLA escalation tracking and work queue automation are unrelated to reporting and Insights. These features improve data analysis and reporting flexibility.

Question: 213

Which Pega feature allows users to create, modify, and analyze Insights?

- A. Explore Data Landing Page
- B. SLA Manager
- C. Work Queue Assignment
- D. Case Dependency

Answer: A

Explanation:

The Explore Data landing page provides a centralized interface for creating, modifying, and analyzing Insights. It allows users to filter, group, and visualize data dynamically. This simplifies reporting without requiring complex queries. It improves user access to critical business information.

Question: 214

Which two actions can users perform using the Explore Data landing page? (Choose Two)

- A. Create new Insights
- B. Apply filters and groupings
- C. Assign cases to work queues
- D. Modify SLA deadlines

Answer: A, B Explanation:

The Explore Data landing page allows users to create and customize Insights by applying filters and groupings to refine data. These features help generate meaningful business reports. Assigning cases to work queues and modifying SLAs are workflow-related actions and not part of Insights.

Question: 215

Which visualization option is commonly used in Insights for trend analysis?

- A. Line Chart
- B. Work Queue Table
- C. SLA Tracker
- D. Decision Table

Answer: A

Explanation:

A Line Chart is commonly used in Insights for trend analysis, as it helps visualize changes in data over time. This is useful for monitoring case completion rates, customer interactions, and process efficiency. It enables data-driven improvements. Line charts are essential for performance tracking.

Question: 216

Which two filtering options are available when creating an Insight report? (Choose Two)

- A. Case Status
- B. Date Range
- C. SLA Goal
- D. Work Queue Name

Answer: A, B

Explanation:

Case Status filtering allows users to analyze active, completed, or pending cases. Date Range filtering enables users to view trends and case metrics within a specific time period. SLA goals and work queues relate to workflow automation, not data reporting. These filters improve data segmentation and reporting precision.

Question: 217

Which component allows users to group data in Insights for better visualization?

- A. Aggregate Functions
- B. SLA Policy
- C. Work Queue Routing
- D. Case Escalation

Answer: A

Explanation:

Aggregate Functions enable users to group data and apply calculations, such as sum, count, and

average in Insights. This helps summarize case data for better analysis. SLA policies, work queue routing, and case escalation are unrelated to data grouping in reports. Aggregation improves report clarity and decision-making.

Question: 218

Which feature in Pega Insights allows users to drill down into data for deeper analysis?

- A. Interactive Filters
- B. SLA Management
- C. Work Queue Processing
- D. Case Type Configuration

Answer: A

Explanation:

Interactive Filters allow users to drill down into reports, providing deeper insights into specific cases, trends, and business metrics. This improves data exploration without requiring new report creation. SLA management, work queue processing, and case configuration relate to case execution rather than reporting.

Question: 219

Which Insight feature allows data to be displayed in different visualization formats?

- A. Chart Type Selector
- B. SLA Deadline Configuration
- C. Work Queue Prioritization
- D. Decision Table Mapping

Answer: A

Explanation:

The Chart Type Selector enables users to switch between different visualization types, such as bar charts, pie charts, and tables. This improves data interpretation based on business needs. SLA deadlines, work queue prioritization, and decision tables are unrelated to reporting visualization.

Question: 220

Which two best practices should be followed when creating an Insight report? (Choose Two)

- A. Keep filters relevant to business needs
- B. Use appropriate visualization types
- C. Assign work queues to reports
- D. Define SLA deadlines for reports

Answer: A, B

Explanation: Keeping filters relevant ensures that users extract meaningful data without unnecessary complexity.

Using the correct visualization type makes reports easier to interpret and more actionable. Work queues and SLA deadlines do not impact Insight creation or reporting best practices.

Question: 221

Which feature allows users to export Insights for external analysis?

- A. Export to Excel
- B. SLA-Based Data Export
- C. Work Queue Assignment
- D. Case Processing Rule

Answer: A

Explanation:

The Export to Excel feature enables users to download Insights data for further analysis or sharing. This allows businesses to perform deeper offline analytics and reporting. SLA-based exports, work queue assignments, and case rules are unrelated to data export functionality.

Question: 222

Which feature ensures that an Insight automatically updates with the latest data?

- A. Auto-Refresh
- B. SLA Goal Adjustment
- C. Work Queue Processing
- D. Decision Tree Execution

Answer: A

Explanation:

Auto-Refresh ensures that an Insight continuously updates with the latest case and system data. This allows users to monitor performance metrics in real time. SLA adjustments, work queues, and decision trees do not impact report data refresh. This feature improves data accuracy and reliability.

Question: 223

Which Insight visualization is best suited for comparing data across multiple categories?

- A. Bar Chart
- B. SLA Performance Table
- C. Work Queue Assignment Grid
- D. Case Escalation Report

Answer: A

Explanation:

A Bar Chart is ideal for comparing multiple data categories, such as case resolutions by department or issue types by priority. This enhances pattern recognition and performance analysis. SLA performance tables and work queue grids relate to workflow management rather than data visualization.

Question: 224

Which feature in Explore Data allows users to save frequently used Insights for quick access?

- A. Saved Insights
- B. SLA Rule Definition
- C. Case Dependency Mapping
- D. Work Queue Configuration

Answer: A

Explanation:

The Saved Insights feature allows users to store customized reports for quick access and future use. This improves efficiency by avoiding repeated report creation. SLA rules, case dependencies, and work queues are unrelated to Insight management.

Question: 225

Which two components help in refining Insights to display only relevant data? (Choose Two)

- A. Filters
- B. Groupings
- C. SLA Timers
- D. Work Queue Routing

Answer: A, B

Explanation:

Filters allow users to focus on specific case types, date ranges, or user-defined conditions, while Groupings help in categorizing data for clearer analysis. These improve data organization and report relevance. SLA timers and work queue routing are unrelated to Insight customization.

Question: 226

Which feature in Pega allows developers to configure and manage mobile applications?

- A. Mobile App Channel
- B. Work Queue Routing
- C. SLA Rule
- D. Decision Table

Answer: A

Explanation:

A Mobile App Channel in Pega allows developers to configure, preview, and manage mobile applications. It provides tools to customize branding, offline support, and navigation settings. This ensures that mobile users get an optimized experience. It enhances usability and performance in mobile deployments.

Question: 227

Which two settings can be customized in a Mobile App Channel? (Choose Two)

- A. Branding and theme
- B. Navigation and menu layout
- C. SLA configuration
- D. Work queue assignments

Answer: A, B

Explanation:

A Mobile App Channel allows customization of branding (logos, colors, themes) and navigation (menus, actions, gestures) to enhance user experience. SLA settings and work queue assignments relate to workflow management, not mobile configuration. Proper mobile customization improves app usability and engagement.

Question: 228

Which feature allows configuring gestures like swipe actions in Pega mobile applications?

- A. List-based Swipe Actions
- B. Work Queue Processing
- C. SLA Goal Adjustments
- D. Case Dependency

Answer: A

Explanation:

List-based Swipe Actions allow users to perform quick actions (approve, reject, delete, edit) by swiping on list items. This improves efficiency and usability on mobile devices. It provides faster access to frequently used actions. It enhances gesture-based navigation in mobile apps.

Question: 229

Which two actions can be configured for swipe gestures in Pega mobile applications? (Choose Two)

- A. Approve or Reject a case
- B. Delete or Edit an item
- C. Assign cases to work queues
- D. Modify SLA deadlines

Answer: A, B

Explanation:

Swipe actions allow users to quickly approve/reject cases or edit/delete items without opening details. This improves mobile user efficiency. Assigning cases and modifying SLAs relate to workflow management, not mobile interactions. Proper gesture configuration enhances usability.

Question: 230

Which feature ensures that a mobile app continues working without an internet connection?

- A. Offline Support
- B. SLA Rule
- C. Work Queue Processing
- D. Case Dependency

Answer: A

Explanation:

Offline Support in Pega mobile applications allows users to access, update, and submit cases without internet connectivity. It synchronizes data once the device regains connectivity. This is useful for field workers and remote locations. It improves reliability and accessibility of mobile apps.

Question: 231

Which two elements can be managed in Pega mobile image assets? (Choose Two)

- A. App icon and splash screen
- B. Background images
- C. SLA escalation settings
- D. Work queue assignments

Answer: A, B

Explanation:

Pega allows customization of app icons, splash screens, and background images to create a branded mobile experience. These assets improve visual appeal and user engagement. SLA settings and work queues are unrelated to mobile image management. Proper asset configuration enhances branding.

Question: 232

Which image format is recommended for mobile icons and splash screens in Pega?

- A. PNG
- B. BMP
- C. GIF
- D. TIFF

Answer: A

Explanation:

PNG (Portable Network Graphics) is recommended for mobile icons and splash screens due to its transparency support and high-quality compression. It ensures sharp visuals without excessive file size. Other formats like BMP and TIFF are large, while GIF lacks quality. PNG provides optimal image rendering.

Question: 233

Which component allows defining navigation behavior in a Pega mobile app?

- A. Navigation Menu
- B. SLA Recalculation Rule
- C. Work Queue Routing
- D. Case Escalation

Answer: A

Explanation:

The Navigation Menu in the Mobile App Channel allows configuring how users interact with the app, including tab structure, hamburger menus, and shortcuts. This ensures a smooth and intuitive user experience. It improves app accessibility and efficiency.

Question: 234

Which feature allows defining actions for a button in a mobile app?

- A. Action Set
- B. SLA Goal Adjustment
- C. Work Queue Prioritization
- D. Case Dependency

Answer: A

Explanation:

An Action Set allows defining event-based actions for buttons, such as submitting a form, navigating to a page, or triggering a workflow. This enhances interactivity in mobile applications. SLA adjustments and work queue settings relate to case processing, not UI customization.

Question: 235

Which setting controls whether an image automatically resizes for different screen sizes?

- A. Responsive Image Handling
- B. SLA Timeout
- C. Work Queue Assignment
- D. Decision Table

Answer: A

Explanation:

Responsive Image Handling ensures that images resize and adjust dynamically based on different mobile screen sizes and resolutions. This maintains visual consistency across devices. SLAs, work queues, and decision tables are unrelated to image scaling.

Question: 236

Which two settings are essential when configuring offline capabilities for a mobile app? (Choose Two)

- A. Data Sync Strategy
- B. Offline Case Processing
- C. SLA Goal Adjustment
- D. Work Queue Mapping

Answer: A, B

Explanation:

A Data Sync Strategy ensures that offline data is stored and synchronized correctly. Offline Case Processing allows users to create and update cases even without an internet connection. SLA goals and work queue mapping are unrelated to offline functionality.

Question: 237

Which mobile setting allows enabling barcode or QR code scanning?

- A. Camera Control
- B. Work Queue Processing
- C. SLA Monitoring
- D. Decision Rule

Answer: A

Explanation:

Camera Control in Pega mobile applications enables barcode and QR code scanning. This is useful for inventory tracking, identity verification, and process automation. Work queues, SLA monitoring, and decision rules do not control camera-based functionality.

Question: 238

Which setting ensures that a mobile app's layout adapts to both phone and tablet screens?

- A. Responsive Design
- B. Work Queue Routing
- C. SLA Goal Configuration
- D. Case Dependency Management

Answer: A

Explanation:

Responsive Design ensures that mobile app layouts adjust dynamically based on screen size and device type. This improves user experience on phones and tablets. Work queues, SLAs, and case dependencies do not impact mobile UI behavior.

Question: 239

Which best practice ensures high performance of images in mobile apps?

- A. Use optimized image sizes
- B. Store images in external systems
- C. Convert images to BMP format
- D. Assign images to work queues

Answer: A

Explanation:

Using optimized image sizes prevents slow app performance due to large file sizes. Storing images in external systems reduces app load times. BMP files are too large for efficient mobile use. Assigning images to work queues is not a relevant practice.

Question: 240

Which feature allows defining push notifications for mobile users?

- A. Notification Service
- B. SLA Notification
- C. Work Queue Alert
- D. Case Escalation

Answer: A

Explanation:

A Notification Service allows Pega to send push notifications to mobile users about case updates, approvals, or system alerts. This enhances user engagement and responsiveness. SLA notifications, work queue alerts, and case escalations do not trigger mobile push notifications.

Question: 241

Which component is used to configure custom dashboards in a Pega application?

- A. Portal Configuration
- B. Layout Group
- C. Section Rule
- D. Dynamic Layout

Answer: A

Explanation:

Portal Configuration allows users to design and customize dashboards by adding widgets, reports, and UI components. This enables quick access to case summaries, analytics, and key business metrics. It improves usability and decision-making. Dashboards are essential for personalized workspaces.

Question: 242

Which two elements can be added to a dashboard in Pega? (Choose Two)

- A. Reports
- B. Widgets
- C. SLA Timers
- D. Work Queues

Answer: A, B

Explanation:

A dashboard in Pega can include reports for real-time data analysis and widgets to display case information, charts, or shortcuts. These enhance usability and provide quick access to important data. SLA timers and work queues relate to case processing, not dashboard customization.

Question: 243

Which UI control ensures that a form adapts to different screen sizes?

- A. Dynamic Layout
- B. Flow Action
- C. Work Queue Grid
- D. SLA Rule

Answer: A

Explanation:

A Dynamic Layout adjusts UI elements automatically based on screen size, ensuring responsiveness on desktops, tablets, and mobile devices. This improves usability and accessibility across different platforms. Flow Actions, Work Queues, and SLA rules do not control UI adaptability.

Question: 244

Which two visibility settings allow dynamically displaying UI elements? (Choose Two)

- A. When Condition
- B. Visibility Condition
- C. SLA Processing
- D. Work Queue Filtering

Answer: A, B **Explanation:**

When Conditions and Visibility Conditions control when a UI element is displayed, hidden, or disabled based on business logic. These ensure a clean and relevant user experience by hiding unnecessary fields. SLA processing and work queue filtering are unrelated to UI visibility.

Question: 245

Which feature allows conditionally showing or hiding fields in a form?

- A. When Rule
- B. SLA Deadline
- C. Work Queue Assignment
- D. Case Reassignment

Answer: A

Explanation:

A When Rule dynamically shows, hides, or disables fields based on business conditions. This improves form usability by displaying only relevant inputs. It is commonly used in multi-step forms and conditional workflows. It enhances clarity and reduces user confusion.

Question: 246

Which two UI controls are commonly used for data entry fields? (Choose Two)

- A. Text Input
- B. Dropdown
- C. SLA Monitor
- D. Work Queue Tracker

Answer: A, B

Explanation:

A Text Input is used for free-text data entry, while a Dropdown allows users to select predefined values. These controls improve data accuracy and streamline user input. SLA monitors and work queue trackers are unrelated to data entry fields.

Question: 247

Which setting ensures that a field is always required before submission?

- A. Required Property
- B. SLA Goal
- C. Work Queue Processing
- D. Case Escalation

Answer: A

Explanation:

The Required Property enforces that a field must be filled before form submission, preventing incomplete data entry. This ensures data integrity and reduces errors. SLA goals, work queues, and case escalations do not control field requirements.

Question: 248

Which layout structure allows grouping UI components for better organization?

- A. Layout Group
- B. SLA Timer
- C. Work Queue Report
- D. Case Dependency

Answer: A

Explanation:

A Layout Group organizes UI components into collapsible sections or tabs, improving navigation and user experience. This ensures better readability and reduced screen clutter. SLA timers and work queues are unrelated to UI organization.

Question: 249

Which control should be used for displaying a list of selectable options?

- A. Dropdown
- B. Text Input
- C. Work Queue Routing
- D. SLA Deadline

Answer: A

Explanation:

A Dropdown allows users to select an option from a predefined list, ensuring data consistency and faster form completion. This improves usability by limiting input errors. Text input, work queue routing, and SLA deadlines do not manage selectable lists.

Question: 250

Which two options allow adding fields to a case type? (Choose Two)

- A. Case Designer
- B. Data Model
- C. SLA Adjustment
- D. Work Queue Settings

Answer: A, B **Explanation:**

Fields can be added via the Case Designer (for UI-driven fields) or the Data Model (for property-based fields). These ensure that cases capture the necessary information for processing. SLA adjustments and work queues do not control case fields.

Question: 251

Which setting ensures that a field is displayed only if a condition is met?

- A. Visibility Condition
- B. SLA Processing
- C. Work Queue Prioritization
- D. Case Dependency

Answer: A

Explanation:

A Visibility Condition ensures that a field is only displayed based on specific business rules, improving form clarity and reducing unnecessary fields. This improves user experience by focusing only on relevant inputs. SLA processing and work queues do not control visibility.

Question: 252

Which layout ensures that form elements adjust based on screen width?

- A. Dynamic Layout
- B. SLA Configuration
- C. Work Queue Filtering
- D. Decision Table

Answer: A

Explanation:

A Dynamic Layout ensures that UI components resize and rearrange based on available screen width, improving responsive design for mobile and desktop users. SLA configurations and work queues do not affect UI responsiveness.

Question: 253

Which feature allows adding a header and footer to a section?

- A. Section Configuration
- B. Work Queue Setup
- C. SLA Assignment
- D. Case Resolution Rule

Answer: A

Explanation:

A Section Configuration allows adding a header (title) and footer (actions or summary) to improve content structure and navigation. Work queues, SLAs, and case resolutions do not manage UI structure.

Question: 254

Which UI control ensures that numeric inputs are entered correctly?

- A. Number Input
- B. SLA Tracker
- C. Work Queue Analyzer
- D. Case Escalation Rule

Answer: A

Explanation:

A Number Input ensures only numeric values are entered, reducing data validation errors. This is commonly used for phone numbers, order quantities, and financial values. SLA trackers and work queue analyzers do not enforce input validation.

Question: 255

Which layout type is best for stacking form fields vertically?

- A. Column Layout
- B. Grid Layout
- C. SLA Processing Panel
- D. Work Queue Table

Answer: A

Explanation:

A Column Layout stacks form fields vertically, ensuring a clear and organized input structure. This improves user experience in long forms. Grid layouts, SLA panels, and work queues are not meant for stacking form fields.

Question: 256

Which feature allows grouping multiple UI components within a form?

- A. Layout Group
- B. Work Queue
- C. SLA Goal Timer
- D. Case Resolution Rule

Answer: A

Explanation:

A Layout Group organizes UI components into collapsible sections, accordions, or tabs, improving navigation and usability. This prevents clutter in complex forms while keeping information logically structured. Work queues, SLAs, and case resolution rules do not impact UI grouping.

Question: 257

Which control allows a user to select multiple options from a predefined list?

- A. Checkbox Group
- B. Dropdown
- C. SLA Deadline
- D. Work Queue Table

Answer: A

Explanation:

A Checkbox Group lets users select multiple options from a predefined list, ensuring flexibility in data collection and preference selection. This is useful for survey forms, preferences, or multi-select filtering. Dropdowns allow only one selection, and SLA deadlines and work queues are unrelated to UI selection.

Question: 258

Which UI feature allows dynamically adding and removing fields in a form?

- A. Dynamic Repeat Grid
- B. SLA Recalculation
- C. Work Queue Processing
- D. Case Assignment

Answer: A

Explanation:

A Dynamic Repeat Grid allows users to add, modify, or remove rows of data dynamically. This is commonly used for entering multiple addresses, line items, or contact details. SLA recalculation, work queue processing, and case assignment do not provide dynamic UI updates.

Question: 259

Which best practice ensures good UI readability in Pega forms?

- A. Use clear labels and spacing
- B. Assign fields to work queues
- C. Configure SLAs for each input field
- D. Use only default layouts without customization

Answer: A

Explanation:

Using clear labels, proper spacing, and structured layouts improves form readability and user experience. It ensures that users can easily navigate and input data without confusion. Assigning fields to work queues and configuring SLAs do not impact form readability. Default layouts often need customization for better usability.

Question: 260

Which setting ensures that a form only displays relevant fields based on user input?

- A. Visibility Condition
- B. SLA Timer
- C. Work Queue Filter
- D. Case Escalation Rule

Answer: A

Explanation:

A Visibility Condition dynamically shows or hides fields based on user input or business rules. This ensures a streamlined and clutter-free form, improving usability. It prevents users from seeing irrelevant fields, reducing confusion. SLAs, work queues, and case escalation rules do not manage form visibility.

Which UI component is best for displaying a list of cases in a tabular format?

- A. Repeat Grid
- B. Dynamic Layout

- C. Work Queue Table
- D. SLA Timer

Answer: A

Explanation:

A Repeat Grid is designed for displaying tabular data, such as case lists, transactions, or search results. It allows users to sort, filter, and paginate data for better navigation. Dynamic layouts are more suitable for form-based designs, while SLA timers and work queue tables do not display lists dynamically.

Question: 262

Which two components allow users to display repeating data elements in a UI layout? (Choose Two)

- A. Repeating Dynamic Layout
- B. Repeat Grid
- C. SLA Configuration
- D. Work Queue Processing

Answer: A, B

Explanation:

A Repeating Dynamic Layout organizes list data in a flexible format, while a Repeat Grid displays data in rows and columns. These are useful for showing multiple records, such as customer lists or tasks. SLA configurations and work queue processing are unrelated to UI data display.

Question: 263

Which feature allows dynamically adding and removing rows in a Repeat Grid?

- A. Editable Mode
- B. SLA Goal Timer
- C. Work Queue Mapping
- D. Case Status Tracker

Answer: A

Explanation:

Enabling Editable Mode in a Repeat Grid allows users to add, modify, and delete rows dynamically. This feature is useful for line items in invoices, address lists, and form-based data entry. SLA goal timers and work queue mappings do not control grid row updates.

Which layout is best for displaying a list of items in a flexible, card-based format?

- A. Repeating Dynamic Layout
- B. Grid Layout
- C. SLA Recalculation Table
- D. Work Queue Prioritization

Answer: A

Explanation:

A Repeating Dynamic Layout is ideal for displaying lists in a flexible, responsive card format. It allows better styling and mobile-friendly presentation compared to grid layouts. SLA tables and work queue prioritization do not manage UI layouts.

Question: 265

Which feature allows users to filter data dynamically in a Repeat Grid?

- A. Grid Filtering
- B. SLA Goal Configuration
- C. Work Queue Assignment
- D. Case Dependency

Answer: A

Explanation:

Grid Filtering enables users to narrow down results dynamically in a Repeat Grid, making it easier to find relevant data. This improves user efficiency and report usability. SLA configurations, work queues, and case dependencies do not provide dynamic filtering options.

Question: 266

Which Pega feature ensures that application content is translated into multiple languages?

- A. Localization
- B. SLA Deadline
- C. Work Queue Automation
- D. Case Reassignment

Answer: A

Explanation:

Localization in Pega allows translating labels, UI elements, and notifications into multiple languages. This ensures that the application supports a global audience. SLA deadlines and work queues are unrelated to language translation.

Which two components are required to localize a Pega application? (Choose Two)

- A. Field Value Rules
- B. Translation Pack

- C. SLA Monitor
- D. Work Queue Mapping

Answer: A, B

Explanation:

Field Value Rules store translated text for UI elements, while Translation Packs provide predefined translations for system text. These ensure a multilingual user experience. SLA monitors and work queue mappings do not contribute to localization.

Question: 268

Which tool allows developers to export and import translation files in Pega?

- A. Localization Wizard
- C. SLA Adjustment Panel
- D. Work Queue Analyzer
- E. Case Status Tracker

Answer: A

Explanation:

The Localization Wizard helps developers export application text for translation and import translated content back into Pega. This ensures that multilingual support is easily managed. SLA adjustments and work queue analyzers do not handle localization tasks.

Question: 269

Which accessibility feature ensures that screen readers can correctly interpret UI elements?

- A. ARIA Labels
- B. SLA Alert Settings
- C. Work Queue Optimization
- D. Case Escalation Rules

Answer: A

Explanation:

ARIA (Accessible Rich Internet Applications) Labels provide descriptive text for screen readers, helping visually impaired users navigate applications. This improves accessibility and compliance. SLA alerts, work queues, and case escalations do not enhance screen reader compatibility.

Which two best practices improve UI accessibility? (Choose Two)

- A. High-contrast themes
- B. Keyboard navigation support
- C. SLA Adjustments
- D. Work Queue Auto-Assignment

Answer: A, B

Explanation:

Using high-contrast themes improves visibility for users with low vision, while keyboard navigation support ensures accessibility for users who cannot use a mouse. SLA adjustments and work queue assignments do not impact accessibility.

Question: 271

Which accessibility feature provides text alternatives for images?

- A. Alt Text
- B. SLA Goal Timer
- C. Work Queue Processor
- D. Case Auto-Assignment

Answer: A

Explanation:

Alt Text provides descriptions for images, ensuring that users with visual impairments can understand content through screen readers. This improves application compliance with accessibility standards. SLA goal timers and work queues do not handle image descriptions.

Question: 272

Which feature ensures consistent keyboard navigation across UI elements?

- A. Tab Index
- B. SLA Deadline Tracker
- C. Work Queue Balancing
- D. Case Routing Rule

Answer: A

Explanation:

A Tab Index defines the keyboard navigation order of UI elements, ensuring that users can move through the interface logically. This improves accessibility for users relying on keyboards. SLA deadlines and work queues do not impact keyboard navigation.

Which best practice improves accessibility for users with color blindness?

- A. Avoid relying on color alone for meaning
- B. Use only red and green for status indicators

- C. Remove all color-based UI elements
- D. Assign SLAs based on color preference

Answer: A

Explanation:

Designing UI elements that do not rely on color alone ensures that users with color blindness can understand content. Using icons, labels, and patterns alongside color improves accessibility. Removing all colors or assigning SLAs based on color is not practical.

Question: 274

Which accessibility feature ensures that users can interact with form elements using voice commands?

- A. Speech-to-Text Support
- B. SLA Processing Rules
- C. Work Queue Rebalancing
- D. Case Lifecycle Automation

Answer: A

Explanation:

Speech-to-Text Support allows users to fill out forms and interact with applications using voice commands, improving usability for users with mobility impairments. SLA processing and work queue settings do not impact voice accessibility.

Question: 275

Which Pega component helps identify UI elements that may cause accessibility issues?

- A. Accessibility Inspector
- B. SLA Workflow Monitor
- C. Work Queue Analyzer
- D. Case Dependency Mapper

Answer: A

Explanation:

The Accessibility Inspector scans UI elements for potential accessibility issues, such as missing Alt Text or improper keyboard navigation. This ensures that applications meet compliance standards. SLA monitors and work queue analyzers do not assess accessibility.

Which feature helps ensure that button labels and links are accessible to screen readers?

- A. ARIA Attributes
- B. SLA Goal Monitoring
- C. Work Queue Optimization
- D. Case Reassignment Rule

Answer: A

Explanation:

ARIA (Accessible Rich Internet Applications) Attributes provide additional descriptive information for buttons, links, and UI elements, ensuring accessibility for screen readers. This improves navigation for users with visual impairments. SLA monitoring, work queues, and case reassignment do not impact screen reader accessibility.

Question: 277

Which two accessibility features ensure that forms are easy to navigate for keyboard users? (Choose Two)

- A. Logical Tab Order
- B. Focus Indicators
- C. SLA Deadline Alerts
- D. Work Queue Routing

Answer: A, B

Explanation:

A Logical Tab Order ensures that users can navigate through form fields in the correct sequence, while Focus Indicators highlight which element is currently active. These features enhance keyboard usability for users with disabilities. SLA deadline alerts and work queue routing do not improve form accessibility.

Question: 278

Which UI best practice helps ensure that text content is readable for all users?

- A. Using a high-contrast color scheme
- B. Assigning work queues based on text size
- C. Increasing SLA goal timers
- D. Restricting case access by font type

Answer: A

Explanation:

A high-contrast color scheme improves text visibility, making it easier to read for users with low vision or color blindness. This is an essential practice for web accessibility compliance. Work queues, SLAs, and case access settings do not impact text readability.

Question: 279

Which Pega feature allows modifying UI elements to support accessibility standards?

- A. UI Inspector
- B. SLA Configuration
- C. Work Queue Assignment
- D. Case Status Tracker

Answer: A

Explanation:

The UI Inspector helps developers identify potential accessibility issues in UI elements, such as missing labels, contrast problems, and keyboard navigation errors. This ensures compliance with accessibility guidelines. SLAs, work queue assignments, and case status tracking do not manage UI accessibility.

Question: 280

Which feature allows users to resize text in a Pega application for better readability?

- A. User-Controlled Font Scaling
- B. SLA Case Processing
- C. Work Queue Prioritization
- D. Case Lifecycle Management

Answer: A

Explanation:

User-Controlled Font Scaling allows users to adjust text size based on their needs, improving readability for visually impaired users. This enhances accessibility compliance and usability. SLA case processing, work queue prioritization, and case lifecycle management do not affect text size adjustments.

Question: 281

Which Pega feature helps manage feedback and track development progress?

- A. Agile Workbench
- B. SLA Dashboard
- C. Work Queue Management
- D. Case Type Explorer

Answer: A

Explanation:

Agile Workbench allows users to capture feedback, track bugs, and manage user stories directly in Pega. It integrates with Agile project management tools like Jira. This improves collaboration between developers, business users, and stakeholders. It enhances application development efficiency.

Question: 282

Which two components are part of Agile Workbench in Pega? (Choose Two)

- A. User Stories
- B. Bugs
- C. SLA Tracker
- D. Case Routing

Answer: A, B

Explanation:

User Stories define functional requirements, while Bugs track issues and defects found during development. Agile Workbench helps teams collaborate and manage software changes effectively. SLA trackers and case routing do not manage Agile development processes.

Question: 283

Which tool in Pega is used to estimate project complexity and effort?

- A. Estimator Tool
- B. SLA Calculator
- C. Work Queue Prioritization
- D. Case Designer

Answer: A

Explanation:

The Estimator Tool provides effort and complexity estimates for a Pega Platform project based on requirements. It helps in resource planning and timeline estimation. SLA calculators and work queues do not measure project complexity.

Question: 284

Which Pega feature helps track and prioritize application development tasks?

- A. Agile Workbench
- B. SLA Goal Management
- C. Case Status Rules
- D. Work Queue Processing

Answer: A

Explanation:

Agile Workbench enables teams to capture user stories, log bugs, and track development progress. It provides real-time status updates and collaboration between developers and business users. SLA goals, case status, and work queues are not related to Agile development tracking.

Question: 285

Which two project details are required when using the Estimator Tool? (Choose Two)

- A. Number of case types
- B. Number of integrations
- C. SLA configurations
- D. Work queue assignments

Answer: A, B

Explanation:

The Estimator Tool considers case types and integrations to determine project effort and complexity. It helps teams plan development time and resources. SLA configurations and work queue assignments do not impact project scoping.

Question: 286

Which feature helps capture real-time business user feedback during development?

- A. Agile Workbench
- B. SLA Deadline Tracker
- C. Work Queue Dashboard
- D. Case Assignment Rules

Answer: A

Explanation:

Agile Workbench allows business users to provide direct feedback within the Pega application. This ensures that user requirements are captured early, reducing rework. SLA tracking, work queues, and case assignments do not manage feedback collection.

Question: 287

Which method is best for tracking unresolved defects in a Pega application?

- A. Logging bugs in Agile Workbench
- B. Assigning SLAs to defects
- C. Moving defects to a work queue
- D. Escalating cases based on priority

Answer: A

Explanation:

Logging bugs in Agile Workbench ensures defects are tracked, assigned, and prioritized for resolution. It improves visibility into development progress. Assigning SLAs and work queues do not provide structured bug tracking.

Question: 288

Which two best practices improve issue resolution in Agile Workbench? (Choose Two)

- A. Assigning defects to specific users
- B. Updating status after each fix
- C. Changing SLA deadlines
- D. Modifying work queue configurations

Answer: A, B

Explanation:

Assigning defects to specific users ensures clear ownership, while updating status after each fix keeps

the team informed of progress. SLA deadlines and work queues do not improve Agile bug tracking.

Question: 289

Which feature helps define tasks and user requirements for developers?

- A. User Stories
- B. SLA Processing
- C. Work Queue Prioritization
- D. Case Status Configuration

Answer: A

Explanation:

User Stories define business requirements in Agile development, ensuring developers understand what needs to be built. This improves application alignment with business needs. SLAs, work queues, and case statuses do not define development requirements.

Question: 290

Which two components influence project estimation in Pega's Estimator Tool? (Choose Two)

- A. Number of decision tables
- B. Number of integrations
- C. SLA deadlines
- D. Work queue assignments

Answer: A, B

Explanation:

The Estimator Tool considers the complexity of decision tables and integrations when determining development effort. These components impact business rules and external system interactions. SLA deadlines and work queue assignments do not affect estimation.

Question: 291

Which feature ensures that Agile Workbench is integrated with third-party tools like Jira?

- A. Synchronization Settings
- B. SLA Recalculation Rules
- C. Work Queue Configuration
- D. Case Dependency Rules

Answer: A

Explanation:

Synchronization Settings allow Agile Workbench to integrate with external Agile tools like Jira, ensuring seamless issue tracking and backlog management. SLA recalculations, work queue configurations, and case dependencies do not integrate external tools.

Question: 292

Which best practice helps ensure that application bugs are resolved efficiently?

- A. Prioritizing defects based on impact
- B. Assigning all bugs to a single work queue
- C. Delaying bug resolution until after testing
- D. Escalating all minor bugs immediately

Answer: A

Explanation:

Prioritizing defects based on impact ensures that critical issues are addressed first, improving application stability and performance. Assigning all bugs to one work queue or delaying resolution reduces efficiency.

Question: 293

Which tool provides effort estimates for case types and integrations in a Pega project?

- A. Estimator Tool
- B. Work Queue Analyzer
- C. SLA Deadline Calculator
- D. Case Lifecycle Mapper

Answer: A

Explanation:

The Estimator Tool helps determine project effort and resource needs by evaluating case types and integrations. This ensures accurate project planning. Work queues, SLAs, and case mapping do not provide effort estimation.

Question: 294

Which Pega feature helps track application development progress and testing?

- A. Agile Workbench
- B. SLA Tracking
- C. Work Queue Reports
- D. Case Escalation

Answer: A

Explanation:

Agile Workbench is used for tracking user stories, bugs, and development tasks, ensuring progress is monitored in real-time. SLA tracking, work queues, and case escalation do not provide development tracking features.

Question: 295

Which two metrics are commonly tracked using Agile Workbench? (Choose Two)

- A. Bug resolution rate
- B. User story completion status
- C. SLA violations
- D. Work queue efficiency

Answer: A, B

Explanation:

Bug resolution rate measures how quickly issues are fixed, while user story completion status tracks development progress. These ensure that Agile projects stay on schedule. SLA violations and work queue efficiency are not tracked in Agile Workbench.

Question: 296

Which Pega feature helps capture business requirements and map them to user stories?

- A. Direct Capture of Objectives (DCO)
- B. SLA Goal Calculator
- C. Work Queue Optimization
- D. Case Reassignment

Answer: A

Explanation:

Direct Capture of Objectives (DCO) allows teams to document business requirements, user stories, and application goals directly in Pega. It ensures that business and development teams remain aligned throughout the project lifecycle. This reduces miscommunication and improves efficiency. SLA goals and work queues do not capture user stories.

Question: 297

Which two best practices should be followed when writing user stories in Agile Workbench? (Choose Two)

- A. Keep stories clear and concise
- B. Use acceptance criteria for validation
- C. Assign work queues to each story
- D. Create SLAs for each user story

Answer: A, B

User stories should be clear, concise, and focused on end-user needs, ensuring developers understand the requirement. Acceptance criteria define success conditions, allowing teams to verify if functionality

meets expectations. Work queues and SLAs do not impact user story writing.

Question: 298

Which Agile Workbench feature ensures that feedback is categorized for easy tracking?

- A. Feedback Tags
- B. SLA Goal Adjustments
- C. Work Queue Labels
- D. Case Assignment Rules

Answer: A

Explanation:

Feedback Tags help categorize business feedback, bugs, and feature requests, making it easier for developers to track and prioritize improvements. This ensures faster response times and structured development workflows. SLA goals and work queues do not manage Agile feedback tracking.

Question: 299

Which Pega feature allows exporting project estimates for reporting and planning?

- A. Estimator Tool Export
- B. SLA Violation Reports
- C. Work Queue Assignment Tracker
- D. Case Dependency Mapper

Answer: A

Explanation:

The Estimator Tool Export allows teams to generate reports detailing project scope, complexity, and estimated effort. This helps stakeholders in planning and resource allocation. SLA reports, work queue assignments, and case dependencies do not track project estimation.

Question: 300

Which tool in Agile Workbench helps track unresolved feedback and bugs in a project?

- A. Work Items List
- B. SLA Deadline Tracker
- C. Work Queue Monitor
- D. Case Lifecycle Dashboard

Answer: A

Explanation:

The Work Items List in Agile Workbench provides a centralized view of all feedback, bugs, and user stories, ensuring that unresolved issues are tracked and addressed efficiently. This improves development transparency and prioritization. SLA trackers, work queues, and case dashboards do not provide Agile issue tracking.

Question: 301

Which Pega component stores and organizes rules within an application?

- A. Ruleset
- B. Work Queue
- C. SLA Monitor
- E. Case Type

Answer: A

Explanation:

A Ruleset is a container that stores rules and version control in Pega applications. It ensures that rules are organized, reusable, and modular across applications. This simplifies application maintenance and rule versioning. Work queues, SLAs, and case types do not store rules.

Question: 302

Which two elements define rule inheritance in Pega? (Choose Two)

- A. Pattern Inheritance
- B. Direct Inheritance
- C. SLA Escalation
- D. Work Queue Routing

Answer: A, B

Explanation:

Pattern Inheritance allows rules to be shared across applications using class naming conventions, while Direct Inheritance enables explicit rule sharing between specific classes. These improve reusability and maintainability. SLA escalations and work queue routing do not impact rule inheritance.

Question: 303

Which feature ensures that rules are reused efficiently across applications?

- A. Inheritance
- B. SLA Tracking
- C. Work Queue Processing
- D. Case Prioritization

Answer: A

Explanation:

Inheritance allows Pega applications to reuse rules across multiple classes, reducing duplicate rule creation. This improves scalability and simplifies rule management. SLA tracking, work queues, and case prioritization do not influence rule reuse.

Question: 304

Which tool in Pega allows viewing and managing class structures?

- A. Class Explorer
- B. SLA Dashboard
- C. Work Queue Monitor
- D. Case Dependency Tracker

Answer: A

Explanation:

The Class Explorer provides a visual representation of class hierarchies, helping developers understand inheritance and rule organization. This makes troubleshooting and debugging easier and more structured. SLA dashboards, work queues, and case dependencies do not manage class structures.

Question: 305

Which Pega feature ensures that rules are executed in a specific order?

- A. Rule Resolution
- B. SLA Processing
- C. Work Queue Rebalancing
- D. Case Routing

Answer: A

Explanation:

Rule Resolution determines which rule version is executed based on class hierarchy, availability, and user context. This ensures consistent application behavior. SLA processing, work queues, and case routing do not influence rule execution order.

Question: 306

Which tool is used for analyzing and debugging rule execution in Pega?

- A. Tracer
- B. SLA Violation Log
- C. Work Queue Audit
- D. Case Tracker

Answer: A

Explanation:

Tracer captures step-by-step execution details of rules, helping developers debug errors and logic issues. It provides real-time insights into rule processing. SLA logs, work queue audits, and case trackers do not provide detailed rule execution traces.

Question: 307

Which two components determine rule execution priority in Pega? (Choose Two)

- A. Rule Availability
- B. Rule Resolution
- C. SLA Deadline
- D. Work Queue Order

Answer: A, B

Explanation:

Rule Availability defines if a rule is final, withdrawn, or blocked, while Rule Resolution determines which rule version is selected. These ensure that only valid rules are executed. SLA deadlines and work queues do not affect rule execution.

Question: 308

Which rule type helps automate decision-making in business processes?

- A. Decision Table
- B. SLA Goal Rule
- C. Work Queue Configuration
- D. Case Assignment Rule

Answer: A

Explanation:

A Decision Table automates business logic by mapping conditions to outcomes, ensuring consistent decision-making. This reduces manual intervention and improves efficiency. SLA goals, work queue configurations, and case assignments do not handle rule-based automation.

Question: 309

Which two rule types allow defining business logic conditions? (Choose Two)

- A. When Rules
- B. Decision Trees
- C. SLA Case Tracker
- D. Work Queue Escalation

Answer: A, B

Explanation:

When Rules define conditions that trigger rule execution, while Decision Trees allow multi-step decision-making. These ensure flexible and automated business processes. SLA tracking and work queue escalations do not define business logic.

Question: 310

Which tool allows debugging issues related to data flow and property values?

- A. Clipboard Tool
- B. SLA Deadline Monitor
- C. Work Queue Analyzer
- D. Case Lifecycle Tracker

Answer: A

Explanation:

The Clipboard Tool provides a real-time view of application data and property values, helping developers debug incorrect data flow and assignments. This ensures that data is processed correctly. SLA monitors, work queues, and case trackers do not provide data debugging capabilities.

Question: 311

Which rule type allows grouping multiple rules together for reuse?

- A. RuleSet
- B. Work Queue Group
- C. SLA Configuration
- D. Case Type Rule

Answer: A

Explanation:

A RuleSet groups multiple related rules into a single unit, ensuring modularity and reusability. This simplifies rule versioning and deployment. Work queues, SLAs, and case type rules do not control rule grouping.

Question: 312

Which two debugging tools help in identifying application issues? (Choose Two)

- A. Tracer
- B. Clipboard
- C. SLA Violation Log
- D. Work Queue Routing

Answer: A, B **Explanation:**

Tracer helps debug rule execution flow, while Clipboard provides insights into application data values. These tools assist in troubleshooting unexpected behavior. SLA violation logs and work queue routing do not provide deep debugging insights.

Question: 313

Which rule type defines the properties available in a case type?

- A. Data Class
- B. Work Queue Rule
- C. SLA Goal Setting
- D. Case Dependency Rule

Answer: A

Explanation:

A Data Class defines properties and structure for case types, ensuring consistent data organization. This allows for efficient rule execution. Work queues, SLAs, and case dependencies do not define data models.

Question: 314

Which inheritance model allows sharing rules based on naming conventions?

- A. Pattern Inheritance
- B. Direct Inheritance
- C. SLA Escalation Rule
- D. Work Queue Prioritization

Answer: A

Explanation:

Pattern Inheritance enables rules to be shared across classes with similar naming structures, reducing manual rule duplication. This supports scalability and modularity. SLA escalation rules and work queue prioritization do not affect rule inheritance.

Question: 315

Which Pega feature ensures correct execution of rule versions?

- A. Rule Resolution
- B. SLA Deadline Calculation
- C. Work Queue Load Balancing
- D. Case Auto-Assignment

Answer: A

Explanation:

Rule Resolution determines which rule version is executed based on class hierarchy, inheritance, and availability. This ensures consistent application behavior. SLAs, work queues, and case assignments do not control rule execution.

Question: 316

Which two factors influence rule resolution in Pega? (Choose Two)

- A. Class Hierarchy
- B. Rule Availability
- C. SLA Goal Adjustment
- D. Work Queue Rebalancing

Answer: A, B

Explanation:

Class Hierarchy determines where a rule is inherited from, while Rule Availability controls if a rule is final, withdrawn, or overridden. These factors ensure that the correct rule version is executed. SLA goals and work queue rebalancing do not affect rule resolution.

Question: 317

Which debugging tool allows troubleshooting failed rule executions?

- A. Tracer
- B. SLA Violation Report
- C. Work Queue Monitor
- D. Case Status Tracker

Answer: A

Explanation:

Tracer captures the execution path of rules, including errors and exceptions, helping developers identify why a rule failed. It provides detailed logs of rule processing. SLA reports, work queue monitors, and case trackers do not track rule execution details.

Question: 318

Which feature allows reusing rules across multiple applications?

- A. Ruleset Versioning
- B. SLA Deadline Manager
- C. Work Queue Distribution
- D. Case Routing

Answer: A

Explanation:

Ruleset Versioning enables rules to be modular, reusable, and updated without affecting existing applications. This improves maintainability and reduces redundant rule creation. SLA deadlines, work queues, and case routing do not manage rule reuse.

Question: 319

Which best practice improves rule organization and maintainability?

- A. Grouping related rules into RuleSets
- B. Assigning rules to individual work queues
- C. Setting SLAs for each rule execution
- D. Creating separate rules for every use case

Answer: A

Explanation:

Grouping related rules into RuleSets ensures better organization, modularity, and version control. This simplifies rule maintenance and application updates. Work queues, SLAs, and excessive rule creation can lead to complexity instead of improving maintainability.

Question: 320

Which rule type allows conditional execution of other rules?

- A. When Rule
- B. SLA Timer
- C. Work Queue Prioritization
- D. Case Escalation Rule