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QUESTION 1

DRAG DROP

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

Select and Place:

Business Architect Tasks

Groom backlog stories

Playback configurations

Prepare for project kickoff meeting

Capture sessions on discrete aspects of the case type

Journey Centric Development project order

Correct Answer:

Business Architect Tasks

Journey Centric Development project order

Prepare for project kickoff meeting
Playback configurations
Capture sessions on discrete aspects of the case type
Groom backlog stories

QUESTION 2

In a purchase order case the vendor assigned might not respond to a customer's query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose two.)

A. Set the goal to be the required response time based on policy and sent notifications to both parties.

- B. Set the deadline to be the desired response time based on policy and sent notifications to both parties.
- C. Set the deadline to be the required response time based on policy and sent notifications to both parties.
- D. Set the goal to be the desired response time based on policy and sent notifications to both parties.

Correct Answer: CD

QUESTION 3

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

- A. Is any special correspondence needed?
- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: C

QUESTION 4

An applicant submits a loan request. The system validates information on the loan application and calculates the credit score of the applicant based on credit reports and the account history with the bank.

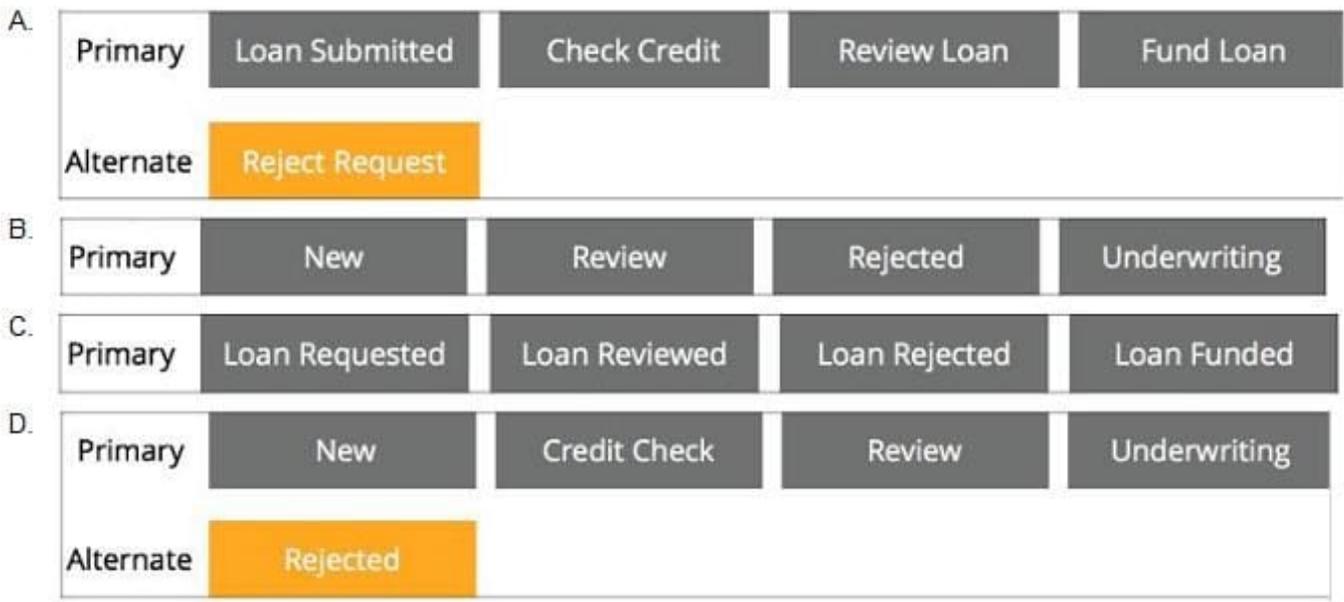
If the credit score is unacceptable, the customer is notified of the result and the loan application is closed.

If the credit is acceptable, the loan application is forwarded to a loan officer for review.

If the loan officer approves the loan request, the loan application is sent to the underwriting department for processing.

If the loan officer rejects the loan request, the customer is notified of the result and the loan application is closed.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages for the use case.



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 5

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

A. Service level processing is halted until the assignment is completed.

B. Urgency value remains at 100, but other service level processing continues.

C. The user is notified that the maximum urgency has been reached.

D. Urgency value continues to increment as configured.

Correct Answer: B

QUESTION 6

A survey is sent to a customer via email.

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

- A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.
- B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.
- C. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis.
- D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: B

QUESTION 7

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

Correct Answer: C

QUESTION 8

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

- A. Add an assignment to the case life cycle.
- B. Add an alternate stage to the case life cycle.
- C. Add a stage with a start condition to the case workflow.

D. Add an optional action to the case workflow.

Correct Answer: D

QUESTION 9

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Request from customers with Platinum credit cards automatically skip this process. What task do you perform to implement this requirement?

- A. In the Employment Information process add a custom condition to test the card type.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a card type true/false field to a user view.
- D. In the Employment Information process validate card type for continued processing.

Correct Answer: C

QUESTION 10

Which two dependencies do you enforce with a Wait step? (Choose two.)

- A. Pausing a case until a predetermined time expires
- B. Preventing a case from resuming until an automated decision executes
- C. Preventing a case from entering a stage until a condition is met
- D. Pausing a case until another case (or all cases) reach a specified status

Correct Answer: BC

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