PEGACPBA74V1^{Q&As}

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QUESTION 1

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the _____ in the service level to 5 days.

A. goal

B. passed deadline

C. deadline

D. urgency

Correct Answer: C

QUESTION 2

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement	Answer Area	
Present the user only with fields relevant to the current task.	**Application Design Requirement**	**Design Approach**
Guide the user to perform the expected task.		Assignment Instruction
Record the justification for an action taken on a case.		Intent-driven UI
Inform the user of a pending assignment.		Assignment notification
		Audit note

Correct Answer:

Application Design Requirement

Answer Area

Application Design Requirement	Design Approach
Guide the user to perform the expected task.	Assignment Instruction
Present the user only with fields relevant to the current task.	Intent-driven UI
Inform the user of a pending assignment.	Assignment notification
Record the justification for an action taken on a case.	Audit note

QUESTION 3

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

Use Case
A vice president must approve all expense reports over 2500 USD.
An agent who speaks Russian must work on the case.
Accounts Receivable must audit incoming billing requests.
A series of data collection screens mus be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.

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

Primary	Loan Submitted	Check Credit	Review Loan	Fund Loan
Alternate	Reject Request			

B

Primary	New	Review	Rejected	Underwriting

Primary	Loan Requested	Loan Reviewed	Loan Rejected	Loan Funded

D

Primary	New	Credit Check	Review	Underwriting
Alternate	Rejected			

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

QUESTION 5

A help desk ticket case type is defined as follows:

1. New	2. Triage	3. Resolve
PROCESS	PROCESS	PROCESS
📋 1. Enter Ticket Details	📋 1. Process ticket	📋 1. Close ticket
＋ Add step	✓ 2. Verify solution	＋ Add step
	＋ Add step	

If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

A. When Verify solution step starts

B. When the Process ticket step starts

C. When the Process ticket step completes

D. When the Triage stage completes

Correct Answer: B

QUESTION 6

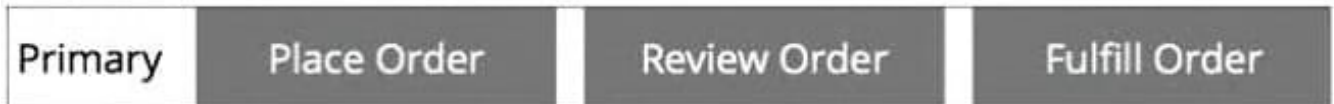Consider this requirement for a business transaction:

An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

*If approved, the request is forwarded to the Fulfillment department. *If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

* The Fulfillment department will process the request if the requested items are in stock. Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A

Primary	New	Review	Fulfillment
Alternate	Rejected		

B

Primary	Order Placed	Order Reviewed	Order Fulfilled
	Order Rejected		

Primary	Place Order	Review Order	Fulfill Order

D

Primary	Place Order	Review Order	Fulfill Order	Reject Order

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 7

Consider the following user story:

As a customer, I want to the able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

A. Add a stage-only action to each stage in the case life cycle

B. Configure the Cancel button on the user views to resolve the case.

C. Add a case wide action to the case life cycle.

D. Add an alternate stage to the case life cycle.

Correct Answer: D

QUESTION 8

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

*The customer service agent may request additional information from the customer.

* The merchant is notified and given 15 days to dispute the fraud claim.

*If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

*If the fraud claim is rejected, the customer is notified and given 15 days to respond.

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

A. B.

C.

Primary	Notice of Loss	Policy Review	Investigation	Settlement
Alternate	Request Info	Claim Denied		

D.

Primary	New Claim	Investigation	Settlement	Claim Denied

C. D.

Correct Answer: B

QUESTION 9

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

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An agent who speaks Russian must work on the case.

Accounts Receivable must audit incoming billing requests.

A series of data collection screens mus be completed by the same user.

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.

QUESTION 10

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: C

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