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QUESTION 1

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.

Select the case type relationship that satisfies the requirement.

A. Configure checkout request as a child case of hotel review.

B. Configure hotel review as a child case of the checkout request.

C. Configure hotel review as a parallel process to the checkout request.

D. Configure both checkout request and hotel review as top-level cases.

Correct Answer: C

QUESTION 2

Which configuration informs a user by email when an assignment is added to the user\\'s worklist?

A. Configure the case type to send assignment notifications to assigned users.

B. Add a Send Notification step to the process after the assignment to notify the assigned user.

C. Configure a service level to send a notification to the assigned user.

D. Add a Send Email step to the process after the assignment to notify the assigned user.

Correct Answer: A

QUESTION 3

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

A. Apply an urgency value to the deadline interval.

B. Adjust the default assignment urgency value.

C. Apply an urgency value to the goal interval.

D. Add an escalation action to the goal interval.

Correct Answer: A

QUESTION 4

A retail company wants to provide a tracking tool for customers to enter their order number and see the order status,

package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?

A. A view that presents the order status and delivery date details

B. A view where the customer can enter their order number

C. A view that presents the order status, delivery date details, and a map with the path the package has traveled

D. A view that updates with order status and delivery date details when the customer enters the order number

Correct Answer: D

QUESTION 5

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 a stage with a start condition to the case workflow.

B. Add an optional action to the case workflow.

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

D. Add an assignment to the case life cycle.

Correct Answer: A

QUESTION 6

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

A. Customer

B. Work queue

C. Interested individual

D. Owner

Correct Answer: B

QUESTION 7

HOTSPOT

A shipping company uses a Pega application for order processing and fulfillment.
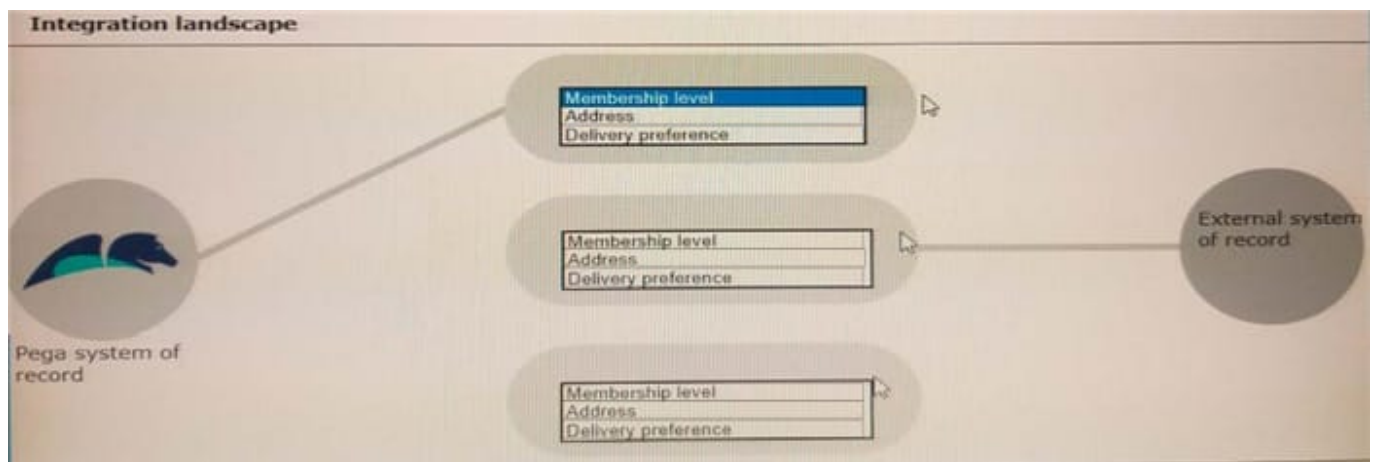
The Membership level locally-sourced data type indicates the membership level of the customer.

The Address data type is used to verify the customer-entered billing and shipping addresses against a comprehensive database of postal addresses.

The Delivery preference data type specifies whether the customer prefers the delivery person to call the customer or ring the doorbell when dropping off a package.

In the graphic below, choose the appropriate data type based on how it is sourced.

Hot Area:

Correct Answer:

QUESTION 8

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

A. Configure a calculation for the total cost held.

B. Configure a validate condition for the total cost field.

C. Configure a field group list for all the room types.

D. Configure a when condition for the total cost field.

Correct Answer: C

Explanation: https://collaborate.pega.com/question/test-process-flow

QUESTION 9

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:

Correct Answer:

QUESTION 10

In an insurance claim application, you have the following requirement: All claims must be processed within 1 week. To meet this requirement you configure a service level. Where should the service level be configured?

A. The case type

B. The stage

C. The process

D. The step

Correct Answer: C

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