PEGAPCBA87V1 Q&As

Pega Certified Business Architect (PCBA) 87V1

QUESTION 1

A reservation process allows customers to reserve a flight, hotel room, and rental car as part of a travel itinerary.

Which configuration displays the Select hotel amenities section only if a user selects the Add amenities check box?

A. A visibility condition (when rule) applied to the Select hotel amenities section

B. A required condition (when rule) applied to the Add amenities check box

C. A disable condition (when rule) applied to the Add amenities check box

D. A disable condition (when rule) applied to the Select hotel amenities section

Correct Answer: A

To display the Select hotel amenities section only if a user selects the Add amenities check box, you need to apply a visibility condition (when rule) to the section. The when rule can check whether the Add amenities check box is selected or

not, and show or hide the section accordingly. The other options are either incorrect or irrelevant for this requirement.

References:

https://docs-previous.pega.com/user-interface/87/controlling-visibility-ui-elements

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QUESTION 2

Consider the following user story:

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

Select the configuration option that satisfies the user story.

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

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

C. Add a case wide action to the case workflow.

D. Add a stage-only action to each stage in the case workflow.

Correct Answer: C

To satisfy this user story, you need to add a case wide action to the case workflow. A case wide action is an action that users can perform at any point in the case life cycle, regardless of their current stage or assignment status. You can add

a case wide action to allow users to cancel an open service request at any time and resolve the case accordingly.

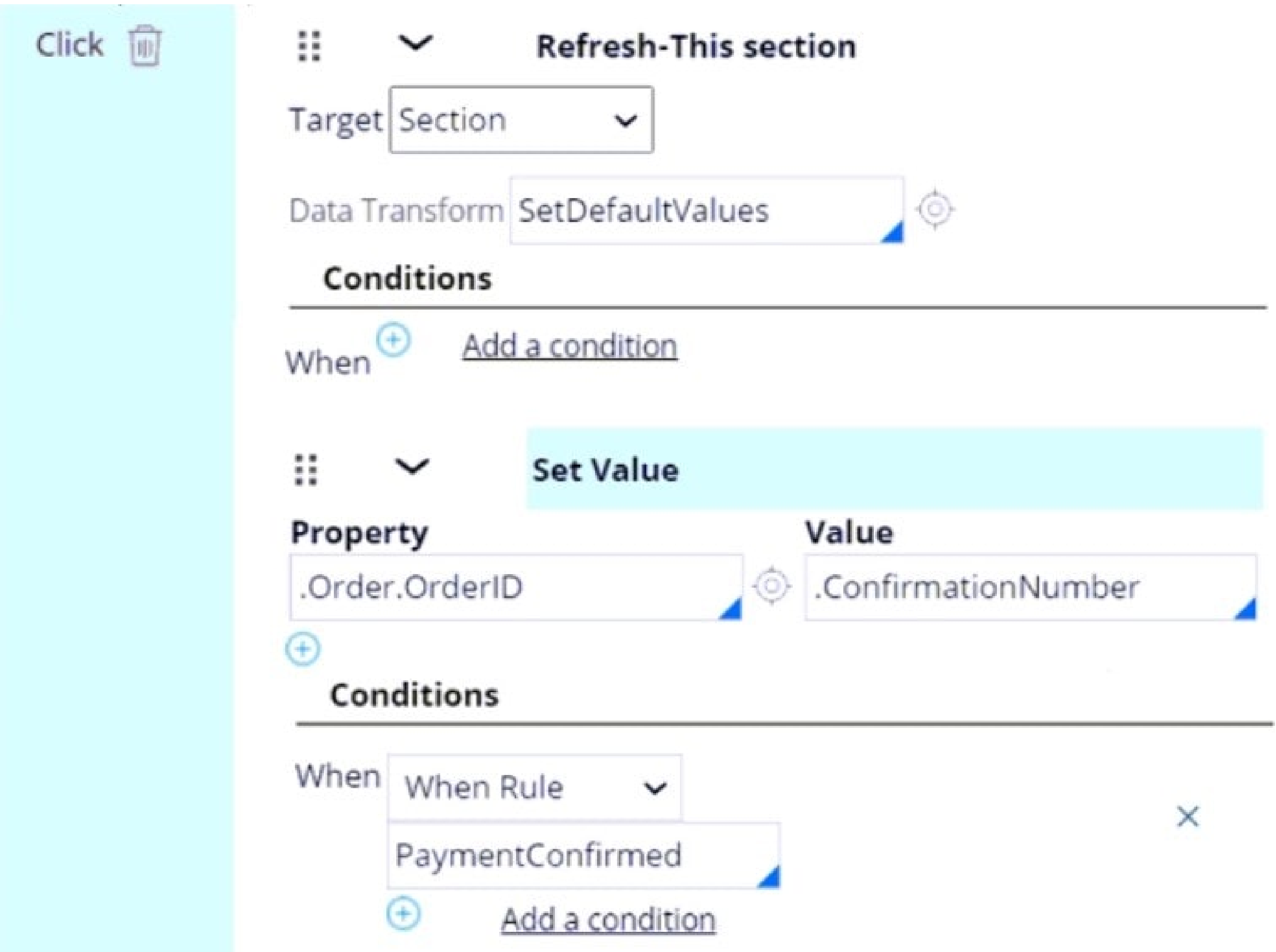
References:

https://community.pega.com/knowledgebase/articles/case-management/86/configuring-case-wide-actions

QUESTION 3

DRAG DROP

A developer configures a button with the action set as shown in the following image.



Place the events in the order they occur.

Select and Place:

Answer Area

Events

The order ID value is set to the value of the confirmation number if the system confirms the payment.
The system refreshes the section.
A user clicks the button.
The system applies a data transform.

Order events occur

Correct Answer:

Answer Area

Events

The order ID value is set to the value of the confirmation number if the system confirms the payment.
The system refreshes the section.
A user clicks the button.
The system applies a data transform.

Order events occur

A user clicks the button.
The system refreshes the section.
The system applies a data transform.
The order ID value is set to the value of the confirmation number if the system confirms the payment.

QUESTION 4

DRAG DROP

Drag each Pega Express delivery phase on the left to the matching task on the right.

Select and Place:

Phase

- Adopt
- Prepare
- Discover
- Build

Answer Area

Phase	Task
	Get ready to start your project
	Complete the user adoption plan
	Include business users in testing
	Establish governance

Correct Answer:

Phase

Answer Area

Phase	Task
Discover	Get ready to start your project
Adopt	Complete the user adoption plan
Build	Include business users in testing
Prepare	Establish governance

QUESTION 5

A transaction dispute case type allows customers to dispute a bank card transaction for one of three reasons:

1.

Stolen card

2.

Duplicate charge

3.

Fulfillment error

Most disputes for the stolen cards occur at two vendors, MegaMart and MaxValu. The fraud analyst requests a report that displays stolen card disputes meeting the following thresholds:

1.

USD 25 or more at MaxValu

2.

USD 50 or more at MegaMart

Given the following filter conditions, which logic statement returns the correct subset of transaction disputes?

F1	Vendor = "MaxValu"
F2	Vendor = "MegaMart"
F3	Amount >= 25
F4	Amount >= 50
F5	Dispute type = "Stolen card"

A. (F1 AND F3) OR (F2 AND F4) AND F5

B. ((F1 AND F3) OR (F2 AND F4)) AND F5

C. (F1 AND F3) OR (F2 AND F4) OR F5

D. F1 AND F2 AND F3 AND F4 AND F5

Correct Answer: B

The logic statement A returns the correct subset of transaction disputes because it filters the cases by the vendor name (F1 or F2), the transaction amount (F3 or F4), and the dispute reason (F5). The parentheses indicate the order of operations and the AND and OR operators combine the conditions. The logic statement A can be read as follows: Return the cases where (the vendor is MaxValu and the amount is greater than or equal to 25) OR (the vendor is MegaMart and the amount is greater than or equal to 50) AND (the dispute reason is stolen card). References: https://community.pega.com/knowledgebase/articles/reporting/86/filtering-data-reports

QUESTION 6

DRAG DROP

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

Select and Place:

Use Case

The team manager must approve all expense reports.

An agent who speaks French must work on the case if the customer indicates that their preferred language is French.

The Finance department must audit incoming billing requests.

The same customer must complete the next data collection form.

Use Case	**Routing configuration**
	Route to a specific user.
	Route to a work queue.
	Route based on business logic.
	Route to the current user.

Correct Answer:

Use Case

Use Case	Routing configuration
The team manager must approve all expense reports.	Route to a specific user.
The Finance department must audit incoming billing requests.	Route to a work queue.
An agent who speaks French must work on the case if the customer indicates that their preferred language is French.	Route based on business logic.
The same customer must complete the next data collection form.	Route to the current user.

QUESTION 7

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

1.

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

2.

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

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

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

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

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

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

Correct Answer: AB

To display the Select hotel amenities section only if customers indicate that they want catering for the event, you need to create a checkbox for customers to select and add a decision shape that evaluates whether the checkbox is selected or not. If the checkbox is selected, the case life cycle proceeds to the Select hotel amenities section; otherwise, it skips that section and goes to the next step. You also need to configure the menu preferences and appointment date fields with a visibility condition that depends on the checkbox value, so that they are only displayed when customers want catering for the event. The other options are either incorrect or irrelevant for this requirement. References: https://docs-previous.pega.com/user-interface/87/controlling-visibility-ui-elements https://docs-previous.pega.com/case-management/87/adding-decision-shapes-case-life-cycles

QUESTION 8

Which scenario is a use case for the Wait step?

A. An agent needs to send a confirmation email to an insured customer after they complete a form.

B. The customer cannot complete an application for a checking account until a bank representative reviews their credit report.

C. The customer needs to log in to their account before receiving a membership discount on an online purchase.

D. A payroll user cannot process a salary increase until the department manager approves the increase.

Correct Answer: D

This scenario is a use case for the Wait step because it involves pausing a case until another case reaches a certain status. The salary increase case can be configured to wait for the approval case to reach a Resolved-Approved status

before continuing to process the increase. The other scenarios do not involve pausing a case based on a timer or a case dependency, but rather on user actions or inputs.

References:

https://academy.pega.com/topic/case-workflow-dependency/v1

QUESTION 9

HOTSPOT

In the Answer Area, select the Pega development team member whose role corresponds to each development task.

Hot Area:

Tasks	Development Team Member Role	
	Business Architect	System Architect
Advocates for application users, such as customers	○	○
Works with SMEs and stakeholders to understand business needs	○	○
Designs and configures the application	○	○
Defines application service level agreements and processes	○	○
Contributes technical implementation skills	○	○

Correct Answer:

Tasks	Development Team Member Role	
	Business Architect	System Architect
Advocates for application users, such as customers	○	○
Works with SMEs and stakeholders to understand business needs	○	○
Designs and configures the application	○	○
Defines application service level agreements and processes	○	○
Contributes technical implementation skills	○	○

QUESTION 10

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

1.

Submission: The customer contacts a customer service representative (CSR) to file the claim.

2.

Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.

3.

Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.

4.

Verification: After each vehicle repair, the adjuster closes the claim.

According to Pega best practices, which phase can you implement as a child case?

A. Submission

B. Review

C. Verification

D. Repair

Correct Answer: D

The Repair phase can be implemented as a child case because it represents work that is performed by a third party and can be processed in parallel with other phases. A child case also allows for different reporting options and time frames

for the repair work. The other phases are part of the main business process and should be implemented as steps or stages in the top-level case.

References:

https://academy.pega.com/topic/child-cases/v1