

100% Money Back
Guarantee

Vendor:Pegasystems

Exam Code:PEGACPBA73V1

Exam Name:Certified Pega Business Architect
(CPBA) 73V1

Version:Demo

QUESTION 1

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 2

You are assigned to a Pega implementation project as a Pega business architect. Which task are you expected to perform?

- A. Identify the initial backlog of case types.
- B. Identify the scope of the initial release.
- C. Help to groom user stories ahead of a sprint.
- D. Organize the Project Kickoff meeting.

Correct Answer: B

QUESTION 3

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.



What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to a specific user using the Use business logic option.
- B. Route the job application to an operator within a skilled group using the Specific user option.
- C. Route the job application to a specific queue using the Use business logic option.
- D. Route the job application to an approximately skilled operator using the Specific user option.

Correct Answer: C

QUESTION 4

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 5

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 6

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 7

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route the request to a manager who assigns the agent.
- B. Route requests to a skilled work group.
- C. Route to a skilled member of a workgroup.
- D. Route to a work group based on the location.

Correct Answer: B

QUESTION 8

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Send a notification to the assigned user.
- B. Add an instruction to the assignment.
- C. Add an optional action to the case to explain the task.
- D. Add the corresponding step to an appropriate stage.

Correct Answer: B

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

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Approve Employee Request
- B. Request Employee
- C. Review Request
- D. Manager Approves Request

Correct Answer: C

QUESTION 11

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

- A. Add a Send Email step as an optional action.
- B. Add a Send Email step and include all required parties.
- C. Route the email to all the recipients in a Collect Information step.
- D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 12

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited. How can the business stakeholder communicate this problem to the development team using Agile Workbench?

- A. Create a comment
- B. Create a bug
- C. Create a note
- D. Create a story

Correct Answer: C