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Vendor:Pegasystems

Exam Code:PEGAPCBA84V1

Exam Name:Pega Certified Business Architect
(PCBA) 84V1

Version:Demo

QUESTION 1

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

QUESTION 2

Which two situations require a data type? (Choose Two)

- A. A Currency drop-down is populated with values from an external system of record.
- B. Patient medical history is accessed from and written to an external system of record.
- C. A Work preference picklist is populated with two values: Full time and Part time.
- D. A Date of account creation field is set to a default value of the current date.

Correct Answer: AC

QUESTION 3

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

- A. deadline
- B. priority
- C. urgency
- D. goal

Correct Answer: A

QUESTION 4

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

Correct Answer: D

QUESTION 5

HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Hot Area:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results

Correct Answer:

Answer Area

Deliverable/Outcome

The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"

Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight

The airline wants to increase airline ticket sales by creating a customer loyalty program.

Output Type

Long-term goal	
Solution prototype	
Journey/process maps, diagrams, and empathy maps	
Problem/opportunity statements	
User-testing results	

Long-term goal	
Solution prototype	
Journey/process maps, diagrams, and empathy maps	
Problem/opportunity statements	
User-testing results	

Long-term goal	
Solution prototype	
Journey/process maps, diagrams, and empathy maps	
Problem/opportunity statements	
User-testing results	

QUESTION 6

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 7

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 8

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests 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 validate card type for continued processing.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a custom condition to test the card type.
- D. In the Employment Information process add a card type true/false field to a user view.

Correct Answer: D

QUESTION 9

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

- A. Summarize the regional cost centers by count.
- B. Summarize the case ID column by count.
- C. Define a function for the cost center column to total the case IDs.
- D. Create a filter for each cost center and count the case IDs.

Correct Answer: B

QUESTION 10

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum. Which three of the following statements are true? (Choose Three)

- A. New customer obtains troubleshooting assistance by using a call center is a microjourney
- B. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- C. New customer obtains troubleshooting assistance by using a call center is a journey
- D. Experienced customer obtains troubleshooting assistance by using the online forum is a journey
- E. Customer obtains troubleshooting assistance is a journey
- F. Customer obtains troubleshooting assistance is a microjourney

Correct Answer: BCF

QUESTION 11

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved?
(Choose Two)

- A. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B. Add each vehicle claim as a child case of the accident claim.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a parallel process for vehicle claims in the accident claim resolution stage.

Correct Answer: AC

QUESTION 12

Select the use case that requires an integration by using robotic process automation (RPA).

- A. An online ordering application submits credit card information to a payment processor through a web service.
- B. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- C. A drug trial management application submits trial data to a protected system through a secure connection.
- D. A service management application lists paint options sourced from a Pega Platform data object.

Correct Answer: A