Vendor: Pegasystems

Exam Code:PEGAPCDC85V1

Exam Name: Pega Certified Decisioning Consultant (PCDC) version 8.5

Version: Demo

QUESTION 1

You are the decisioning consultant on an AI-powered one-to-one customer engagement implementation project. You are asked to design the next-best-action prioritization expression that balances the customer needs with the business objectives.

What factor do you consider in the prioritization expression?

A. Predicted customer behavior

B. Customer contact policy

C. Offer eligibility

D. Offer relevancy

Correct Answer: C

QUESTION 2

To calculate the total number of customer responses of four actions in a group, you must use_____.

A. four Group By components

B. one Group By component

C. four Set Property components

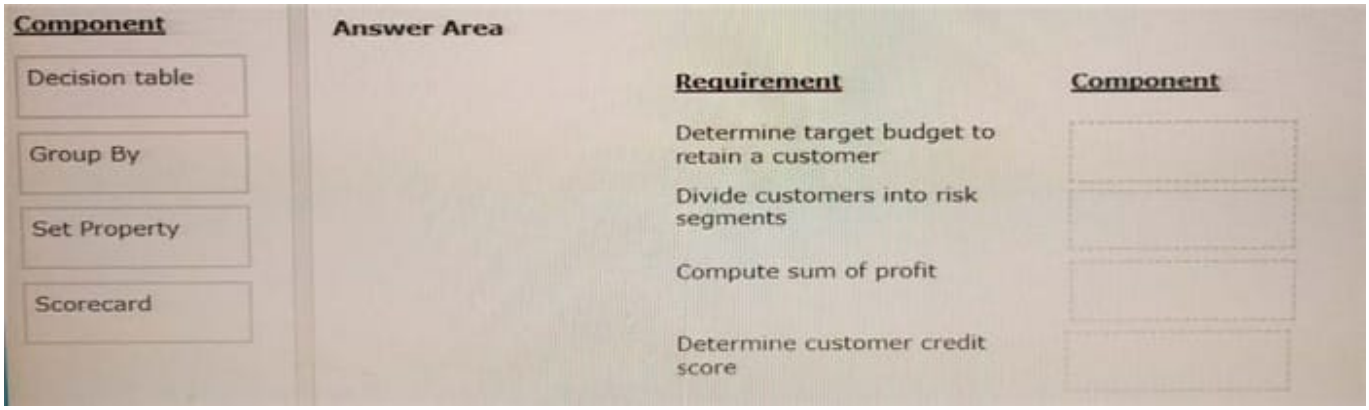
D. one Set Property component

Correct Answer: D

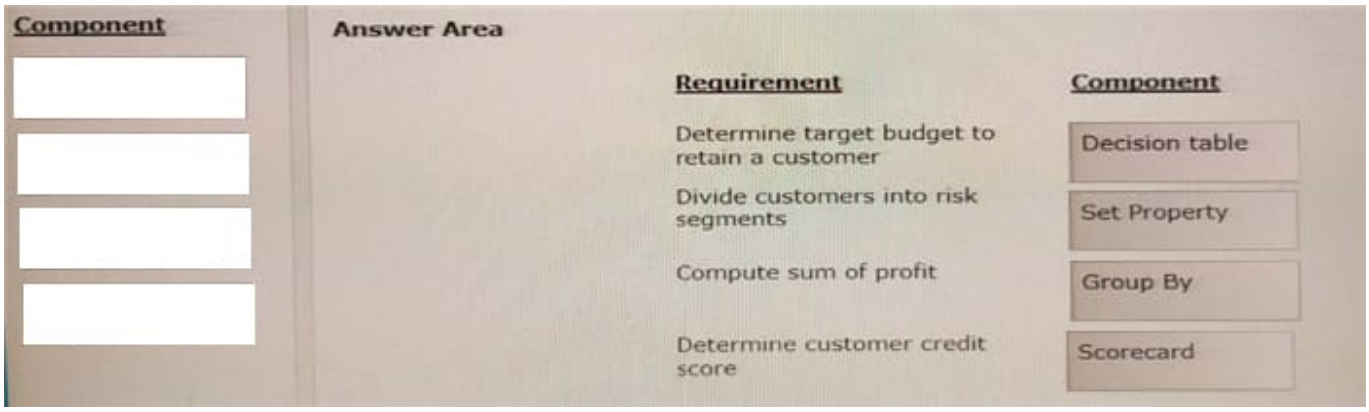
QUESTION 3

You are a strategy designer on a next-best-action project and are responsible for designing and implementing decision strategies. Select each component on the left and drag it to the correct requirement on the right.

Select and Place:



Correct Answer:



QUESTION 4

U+ Bank, a retail bank, follows all engagement policy best practices to present credit card offers on their website. The bank has introduced a new credit card offer, the Rewards card. Anna, an existing customer, currently holds a higher value card. Premier Rewards, and does not see the new Rewards card offer.

What condition possibly prevents Anna from seeing the new Rewards card offer?

A. Applicability

B. Suppression rules

C. Suitability

D. Eligibility

Correct Answer: C

QUESTION 5

U+ Bank has launched a new credit card for all customers with a premium bank account. As a decisioning consultant, you need to create actions that involve the full customer life cycle: marketing, sales, and service.

Which two valid actions do you create? (Choose Two)

A. Credit card status

B. No annual fee credit card

C. 1% cash back credit card

D. Credit card number

Correct Answer: AB

QUESTION 6

A financial institution has created a new policy that states the company will not send more than 500 emails per day. Which option allows you to implement the requirement?

A. Customer contact limits

B. Volume constraints

C. Suppression rules

D. Applicability rules

Correct Answer: C

QUESTION 7

U+ Bank uses a Next-Best-Action decision strategy to automatically approve credit card limit changes requested by customers. A scorecard model determines the customer credit score. The automatic approval of credit card limits are processed based on the following criteria set by the bank:

Credit Score	Max Credit Card limit
<150	USD 1000
<175	USD 2000
Otherwise	USD 3000

The bank wants to change the threshold value for the USD 2000 credit limit from "