Vendor: Pegasystems

Exam Code:PEGACPBA74V1

Exam Name: Certified Pega Business Architect
(CPBA) 74V1

Version: Demo

QUESTION 1

A life insurance company has satellite offices in various countries. Each satellite office has its own work queue. Company policy requires that life insurance underwriting is assigned to offices based on the residence of the policy owner. Which routing approach supports this requirement?

A. Route the assignment to the correct work queue using skill-based routing.

B. Route the assignment to a specific underwriter based on business logic.

C. Route the assignment to the correct work queue using an authority matrix.

D. Route the assignment to the correct work queue based on business logic.

Correct Answer: D

QUESTION 2

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.

B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.

C. Delegte a business rule so representaives can customize the email content as needed on a case- by-case basis.

D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: A

QUESTION 3

You are preparing to delegate a number of business rules, which three prerequisite- actions must be taken before tan delegate the business rules? (Choose Three)

A. Ensure the delegated ruleset exists in the Production rulesets list.

B. Ensure a ruleset that will contain the delegated rules exists.

C. Ensure a ruleset exists for the users who will manage the delegated rules.

D. Ensure an access group exists for the users who will manage the delegated rules.

E. Ensure the delegated rules are added to a locked ruleset.

Correct Answer: ABD

QUESTION 4

In a help desk application, you have the following requirement: The Customer Support Representative must response to a help desk ticket within 4 hour after a customer submits a ticket.

Where do you configure the service level to meet this requirement?

A. The stage

B. The step

C. The case type

D. The process

Correct Answer: B

QUESTION 5

Consider the following user story:

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

Select the configuration option that satisfies the user story.

A. Add a stage-only action to each stage in the case life cycle

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

C. Add a case wide action to the case life cycle.

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

Correct Answer: D

QUESTION 6

DRAG DROP

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Select and Place:

Application Design Requirement

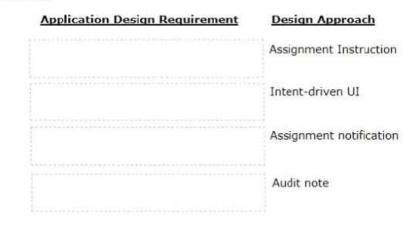| Application Design Requirement |
| --- |
| Present the user only with fields relevant to the current task. |
| Guide the user to perform the expected task. |
| Record the justification for an action taken on a case. |
| Inform the user of a pending assignment. |

Answer Area

Application Design Requirement	Design Approach
	Assignment Instruction
	Intent-driven UI
	Assignment notification
	Audit note

Correct Answer:

Application Design Requirement

Answer Area

Application Design Requirement	Design Approach
Guide the user to perform the expected task.	Assignment Instruction
Present the user only with fields relevant to the current task.	Intent-driven UI
Inform the user of a pending assignment.	Assignment notification
Record the justification for an action taken on a case.	Audit note

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QUESTION 7

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

A. Add the manager approval to an alternate stage in the case life cycle.

B. Configure a parallel process for each of the required approvals.

C. Add an optional process to each approval in the appropriate stage.

D. Configure a single cascading approval based on an authority matrix.

Correct Answer: B

QUESTION 8

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to -how the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

A. Use the purchase requests column to group the cost centers.

B. Filter the results so that only cost center and purchase requests are included in the report.

C. Summarize the regional cost centers by count.

D. Summarize the purchase requests column by count.

Correct Answer: D

QUESTION 9

How do you route an assignment so that any available member or the Finance department can perform the task?

A. Route the assignment to a work M

B. Route the assignment to a work queue.

C. Route the assignment to the admin user ID.

D. Route the assignment separately to all members.

Correct Answer: B

QUESTION 10

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: C

QUESTION 11

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for 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 work group.

D. Route to a work group based on the location.

Correct Answer: B

QUESTION 12

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case

| A vice president must approve all expense reports over 2500 USD. |
| An agent who speaks Russian must work on the case. |
| Accounts Receivable must audit incoming billing requests. |
| A series of data collection screens must be completed by the same user. |

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	Route to a skilled work group.
	Route to the current user.

Correct Answer:

Use Case

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.