

## Pegasystems PEGAPCBA86V1 Exam Real Dumps

1. A \_\_\_\_\_ defines the look and feel of an application

- format
- mixin
- control
- skin

Answer : Skin

2. Case Management -Knowledge Check  
Given the following business requirement, "Once a loan application is complete the case is routed to a group of underwriters for review."

What type of routing is needed to ensure the case is handled by the next available underwriter?  
(Choose One)

- Work routing
- Worklist routing
- Work queue routing
- Workpool routing

Answer : Work Queue Routing

3. The goal milestone in a service level defines that amount of time\_\_\_\_\_.

- in which the case or step should be completed
- allowed for a user to advance to the next stage
- allowed before an assignment is considered overdue
- in which the case or step must be completed

**Answer :** in which the case or step should be completed

4. In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

- Add a stage with a start condition to the case workflow.
- Add an optional action to the case workflow.
- Add an alternate stage to the case life cycle.
- Add an assignment to the case life cycle.

**Answer :** Add a stage with a start condition to the case workflow.

5. Consider the following user story:

As a policyholder, I want to add a vehicle operator to my insurance policy so I can extend coverage to the added operator.

Which two questions help you define the fields for the user view? (Choose Two)

- Will field information about the operator be stored in an external database?
- How do the fields for the operator need to be displayed?
- Do the fields about the operator need to be displayed in multiple languages?
- What fields does the account owner need to see to add an operator?

**Answer :** Will field information about the operator be stored in an external database?

6. How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- Apply an urgency value to the deadline interval.
- Adjust the default assignment urgency value.

- Apply an urgency value to the goal interval.
- Add an escalation action to the goal interval.

**Answer :** Apply an urgency value to the deadline interval.

7. A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

- Update the existing Default theme text entry.
- Upload a new application theme.
- Run a case type that uses the component and change the font on the view.
- Add a new theme text entry to the application theme.

**Answer :** Upload a new application theme

8. In a purchase order case the vendor assigned might not respond to a customer 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)

- Set the goal to be the required response time based on policy and send notifications to both parties.
- Set the deadline to be the required response time based on policy and send notifications to both parties.
- Set the deadline to be the desired response time based on policy and send notifications to both parties.

- Set the goal to be the desired response time based on policy and send notifications to both parties.

**Answer :** Set the goal to be the required response time based on policy and send notifications to both parties.correct

Set the deadline to be the required response time based on policy and send notifications to both parties.

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

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

**Answer :** Add an instruction to the assignment.

10. We have an assignment service level that has the following configuration: Initial Urgency of the Assignment 10 Goal -1 day -Urgency -15 Deadline -3 days -Urgency -20 Passed Deadline -24 hours -Urgency 20 If the system creates an assignment with this service level associated to it on March 1st at 9am, what will the urgency value be on March 4th at 5pm? (Choose One)

- 25
- 35
- 55
- 45

**Answer :** 55

11. 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.

- Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- Set the goal to be the required response time based on policy and send notifications to both parties.
- Set the goal to be the desired response time based on policy and send notifications to both parties.
- Set the deadline to be the required response time based on policy and send notifications to both parties.

Answer : **Set the goal to be the desired response time based on policy and send notifications to both parties.**correct

Set the deadline to be the required response time based on policy and send notifications to both parties.

12. 1.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?

- Manager Approves Request
- Approve Employee Request
- Request Approval
- Review Request

Answer: Review Request

Top of Form

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Bottom of Form

12. 1.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?

- Manager Approves Request
- Approve Employee Request
- Request Approval
- Review Request

13. Automating decisions based on business logic enables\_\_\_\_\_

- application users to focus on more nuance decisions that require business expertise
- architects to spend less time building the application
- architects to improve the performance of the application
- application users to mark a specific location for business exceptions that may arise in the process flow

Answer : application users to focus on more nuance decisions that require business expertise

14. You are configuring a Confirm and Pay view that includes a payment type selection list. The following image shows the Credit Card Type selection list. One of the payment options is PayPal. Paypal requires users to confirm order details on the PayPal website .

How do you configure the link to PayPal to display only when users select PayPal as their payment option?

- Configure a visible when condition expression for the PayPal link contro
- Configure a disable when condition on the PayPal link property
- Configure the PayPal link property to be visible when it is not blank
- Configure the visiblity based on a required when condition

Answer : Configure a visible when condition expression for the PayPal link control

15. In an online shopping application, the primary case type PurchaseOrder has two child case types: Payment and Packaging. In processing PurchaseOrder case PO-11, Payment case Pay-37 and Packaging case Pac-56 are created .

Which statement about the processing of PO-11, Pay-37 and Pac-56 is correct?

- Both Pay-37 and Pac-56 have to be resolved before PO-11 can be resolved
- PO-11 has to be resolved before either Pay-37 and Pac-56 is resolved
- Pac-56 has to be resolved before Pay-37 is resolved
- PO-11 can be resolved when either Pay-37 or Pac-56 is resolved

Answer : Both Pay-37 and Pac-56 have to be resolved before PO-11 can be resolved

16. When routing to a Work Queue, an assignment remains in the queue until it is selected by an operator.

When selected, the case \_\_\_\_\_ . (Choose One)

- is transferred to the next available operator's worklist
- is moved to the next queue by the operator's action

- is moved to the operator's worklist awaiting action
- remains in the queue until the operator commits an action

Answer : is moved to the operator's worklist awaiting action

17. Case Management -Knowledge CheckIn a Job Recruitment application, business needs to schedule interviews for candidates who meet passing requirements. Each interview must be tracked from interview date/time to resolution date/time for quality control purposes. The status of interview can change from New, Open-Scheduled, Open-InProgress, Resolved-Rejected, and Resolved-Approved .

What are the new records are essential for this application? (Choose Three)

CH A Wait shape to hold processing until interview is completed.

- A view to capture scheduling information.
- A case type.
- A field for interview date/time.
- A service level to ensure timely resolution.

Answer : A view to capture scheduling information.

A case type.

A service level to ensure timely resolution. A service level to ensure timely resolution.

18. Which statement best represents the relationships between controls, formats, and mixins?  
(Choose One)

- A mixin specifies a control which defines a format
- A control specifies a mixin which defines a format
- A format uses a mixin that defines a control
- A control specifies a format which uses a mixin



Answer: A control specifies a format which uses a mixin

19. Which of the following are true about validating user input? (Choose Two)

- Validate rules allow us to compare conditions however they must be referenced in order to work.
- Validate rules allow us to record an expected relationship between properties and have the system manage them
- Edit Validate rules allow us to record an expected relationship between properties and have the system manage them
- Edit Validate allow us to compare input values with an exact pattern using a Java statement

Answer : Validate rules allow us to compare conditions however they must be referenced in order to work

Edit Validate allow us to compare input values with an exact pattern using a Java statement

20. Expense report processes require travel expense assignments be routed to a specific auditor. Auditors are members of an auditing work group .

How do you route the assignment to a specific user?

- To the user's manager
- To the user's work group
- To the user's work queue
- To the user

Answer : To the user

21. Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

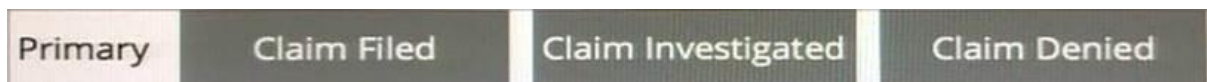
If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

If the fraud claim is rejected, the customer is notified and given 15 days to respond. Select the case life cycle design that follows the guidelines for identifying and naming stages.

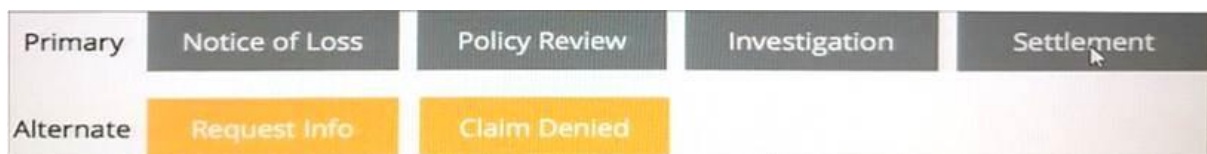
A



B



C



D



Option A

- Option B
- Option C
- Option D

Answer : Option C

22. Consider the following user story: As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view?

(Choose Two)

- Will field information about the temporary member be stored in an external database?
- What fields does the account owner need to see to be able to add a temporary member?
- Do the fields about the temporary member need to be displayed in multiple languages?
- How do the fields for the temporary member need to be displayed?

Answer : Will field information about the temporary member be stored in an external database?

What fields does the account owner need to see to be able to add a temporary member?

23. 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?

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

Answer : Summarize the case ID column by count.

24. What are two types of Report Definitions available in Pega 8? (Choose Two)

- List
- Summary
- Table (Grid)
- Detailed

Answer : List

Summary

25. You check out a rule to update it. While the rule is checked out, another developer decides to test a case type by creating and processing the case .

What happens when the application attempts to use the rule you checked out?

- The application returns an error and stops processing the case, because the rule is unavailable for use
- The application cannot run because the rule is unavailable
- The application runs the checked-out version of the rule, because that is the most up-to-date version of u the rule
- The application ignores the checked-out version and uses the previous version in the application ruleset

Answer : The application ignores the checked-out version and uses the previous version in the application ruleset

26. A page list (3x2) in a nonlinear format that automatically adjusts based on screen size. The image is an example of \_\_\_\_\_.



An inline dynamic layout

- A repeating dynamic layout
- A table
- A repeating grid layout

Answer : A repeating dynamic layout

27. 27. What two items should a developer configure before delegating a rule? (Choose Two)

- An Access Group that has access to the production ruleset
- An Access Role that has access to the production ruleset
- A separate Operator ID that has access to the delegated rules
- An unlocked ruleset added to the Application rule as a production ruleset

Answer : An Access Group that has access to the production ruleset

An unlocked ruleset added to the Application rule as a production ruleset

28. In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee.

To meet this requirement, you design a case with a\_\_\_\_\_.

- change stage step to allow the employee to route to the manager
- step that routes to the manager
- process that routes to the manager
- stage to route requests to the manager

Answer : step that routes to the manager

29. A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.

Select the case type relationship that satisfies the requirement.

- Make credit check a spin-off case of credit card request.
- Make credit card request a child case of credit check.
- Make both loan request and credit check topcases.
- Make credit check a child case of credit card request.

Answer : Make credit check a child case of credit card request.

30. When modeling the life cycle of a case, alternate stages \_\_\_\_\_ and \_\_\_\_\_ (Choose two)

- represent exceptions to the normal course of events
- represent a separate, but related business transaction
- can be sequenced into primary stages
- have manual access

Answer : represent exceptions to the normal course of event

can be sequenced into primary stages

31. When creating a data page the requirement is to have the data cached and refreshed after 90 days, which refresh option is best suited to meet this requirement? (Choose One)

- Do Not Reload When
- Refresh Once Per Interaction
- Reload if Older Than
- Reload Every 90 Days

Answer : Reload if Older Than

32. You are configuring a declarative network that contains eleven declare expressions to calculate the interest rate for a home mortgage. For example, the target value Property Tax Assessment is used as a source value when calculating the Assessed Property Value. The declare expressions use target values from other expressions to calculate their target values. The field that displays the interest rate appears on the approval form.

To improve performance, how can you reduce the number of calculations?

- Specify whenever used in the total interest rate declare expression
- Specify Property Tax Assessment as trigger event in the declare expression that calculates the total interest rate value
- Apply the declare expression in the approval flow action
- Calculate the total interest rate value by adding all the declare expression target property values

Answer : Specify whenever used in the total interest rate declare expression

33. You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



How do you suspend the parent case processing until the child cases are resolved?

- Add an approval step to each of the child cases to resolve the cases.
- Add await step to the parent case pausing the parent case until the child cases resolve.
- Add a service level agreement to resolve the child cases within 90 days.
- Add a 30-day wait to the parent case to allow time for the child cases to resolve.

Answer : Add await step to the parent case pausing the parent case until the child cases resolve.

34. User A should have application permissions that are identical to User B's permissions.

Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

- Add the My Cases page to the User A profile.
- Add the My Cases page to the User A role.
- Update the User A account to access the same portal as User
- Update User A to the same role as User

Answer : Update User A to the same role as User

35. A parallel process is defined as \_\_\_\_\_

- a process that executes in the context of another process
- a process that executes over the same time period as other process
- a process that executes in the context of the current case
- a process that is not part of the primary flow in the case life cycle

Answer : a process that executes over the same time period as other process

36. You are preparing to delegate a number of business rules .

What three prerequisite actions must be taken before you can delegate the business rules? (Choose Three)

- Ensure a ruleset exists for the users who will manage the delegated rules.
- Ensure an access group exists for the users who will manage the delegated rules.
- Ensure a ruleset that will contain the delegated rules exists.
- Ensure the delegated ruleset exists in the Production rulesets list.



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

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

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

Ensure the delegated ruleset exists in the Production rulesets list

### 37. HOTSPOT

A shipping company uses a Pega application for order processing and fulfillment.

The Membership level locally-sourced data type indicates the membership level of the customer.

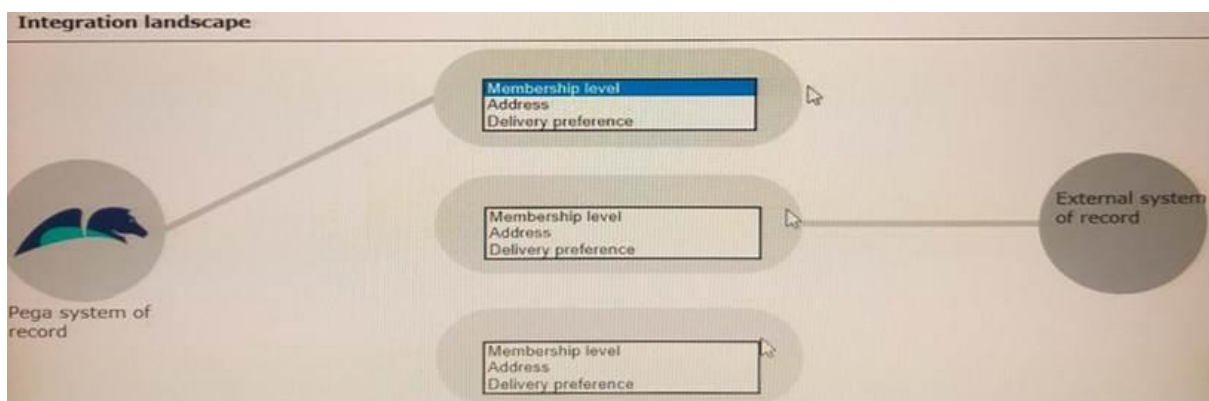
The Address data type is used to verify the customer-entered billing and shipping addresses against a

comprehensive database of postal addresses.

The Delivery preference data type specifies whether the customer prefers the delivery person to call the

customer or ring the doorbell when dropping off a package.

In the graphic below, choose the appropriate data type based on how it is sourced.



38. How does the passed deadline interval differ from the goal and deadline intervals (Choose two)

- Goal and deadline intervals begin at the start of the assignment, case or step
- Goal and deadline intervals have limited escalation options

- Goal and deadline intervals can only repeat one time
- Goal and deadline intervals do not repeat

Answer : Goal and deadline intervals begin at the start of the assignment, case or step

Goal and deadline intervals do not repeat

39. A Collect Information step in the case life cycle sets the case status to Pending-Approval.

When does the case status automatically update?

- At the beginning of the step?
- At the end of the process containing the step
- At the end of the step
- Case status cannot update automatically

Answer : At the beginning of the step

40. Which two statements identify why you should automate correspondence? (Choose Two)

- Automating correspondence allows you to advance a case
- Automating correspondence allows for sending consistent information to users
- Automating correspondence allows you to send timely communication
- Automating correspondence keeps all interested parties informed. d of the current status of a case

Answer : Automating correspondence allows you to send timely communication

Automating correspondence allows for sending consistent information to users

41. Which of these rule types can be used in a flow to direct the processing of a case? (Choose Two)

- Assignment

- Flow Action
- Integrator
- Transformer
- When

Answer : Assignment

Flow Action

When

42. An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

- Add the analyst to both the Author role and the Case Manager channel interface.
- Update the Author role to include the required analyst reports.
- Add the analyst to the Manager role.
- Create a new Analyst role with the required access.

Answer : Add the analyst to both the Author role and the Case Manager channel interface

43. You configure a service level to start with 0 points and adjust assignment urgency to 20 when the goal is reached, another 20 when the deadline is reached, and 50 when the passed deadline event is triggered. You iterate the passed deadline 3 times .

How many points will the assignment have on the last iteration of passed deadline.

- 190
- 100
- 140
- 230

Answer : 100

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

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

Answer : An online ordering application submits credit card information to a payment processor through a web service

45. You are designing a travel plan application. A hotel booking step displays a form in which users select a hotel and enter their check-in and check-out dates. The application calculates and then displays the cost for the hotel at an extra cost. The application totals the cost for any selected options and adds that amount to the total room cost to equal the grand total, which is displayed in a field .

Which two of the following properties would you use as the target properties? (Choose two)

- Total cost for the hotel room
- Price of each option
- Total cost of options
- Number of days at the hotel

Answer : Total cost for the hotel room

Total cost of options

46. A report contains the following columns: Case ID (.pyID), Work Assignment Urgency (.pxUrgencyAssign), Policy Number (.PolicyNumber), Policy Holder (.Policyholder), and Case Status (.pyStatusWork) .

Which of the columns need to be optimized so the rule form does not produce a performance warning? (Choose Two)

- Policy Number
- Case ID
- Policy Holder
- Case Status
- Work Assignment Urgency

Answer : Policy Number

Policy Holder

47. A manager requests a report that contains the following columns: Create, Date, Case ID, Create Operator, and Work Status. You must sort the Case ID values to the case with the highest ID value appears at the top of the list and descends in order .

How would you design the report definition to support this requirement?

- For the Case ID property, select Count in the Summarize column
- Make sure that the Case ID is the first column in the report
- For the Case ID property, select Highest to Lowest sort type
- Add a filter condition where Case ID is greater than one

Answer : For the Case ID property, select Highest to Lowest sort type

48. Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.

Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

- Configure the request type as a weighted condition.
- Configure a time period for the request date as a weighted condition.
- Configure the apartment address as a weighted condition.
- Configure the apartment address as a basic condition.
- Configure the tenant name as a basic condition.

Answer : Configure the request type as a weighted condition.

Configure the apartment address as a weighted condition.

Configure the tenant name as a basic condition

49. You are assigned to a pega implementation project as a pega business architect .

Which task are you expected to perform?

- Identify the initial of case types.
- Help to refine ahead of a sprint.
- Identify the scope of the initial release.
- Organize the project Kickoff meeting

Answer : Identify the scope of the initial release.