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QUESTION 1

Review the following Decision Table.

What is the expected result for an auto claim type, with a value of 3700, which involves 4 parties? Assume that evaluation stops upon encountering the first correct result.

- A. None of the allowed results can be reached as the decision table contains unreachable rows
- B. Approve
- C. Escalate
- D. Reject

Correct Answer: C

Section: (none)

QUESTION 2

Which statements about the following case are true? (Choose two)

1. Stage 1

2. Stage 2

- A. Stage 2 is an alternate stage.
- B. Stage 2 is a resolution stage.
- C. Stage 1 automatically transitions to Stage 2.
- D. Stage 1 is a resolution stage.
- E. Stage 1 is a primary stage.

Correct Answer: BC Section: (none)

QUESTION 3

Which of the following is not a good example of a process improvement?

- A. Automate a decision to determine whether or not an auto insurance claim represents a total loss.
- B. Automatically route an assignment to a workbasket to allow the first-available claims adjuster to work on each claim.
- C. Reduce a process to under 15 steps by combining three steps performed by two different people into one assignment.

D. Add a service level to an assignment to ensure that an adjuster reviews each claim and sets up and appointment within three days.

Correct Answer: C Section: (none)

QUESTION 4

An experienced Pega business architect can apply their expertise _____.

- A. throughout the entire development life cycle
- B. during the analytical modeling phase only
- C. during the executable modeling phase only
- D. during the descriptive modeling phase only

Correct Answer: C Section: (none)

QUESTION 5

Which of the following flow shapes should be used to route a work item?

- A. Router
- B. Utility
- C. Decision
- D. Assignment

Correct Answer: D

Section: (none)

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