

PEGAPCBA84V1^{Q&As}

Pega Certified Business Architect (PCBA) 84V1

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QUESTION 1

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

QUESTION 2

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_____.

- A. change stage step to allow the employee to route to the manager
- B. step that routes to the manager
- C. process that routes to the manager
- D. stage to route requests to the manager

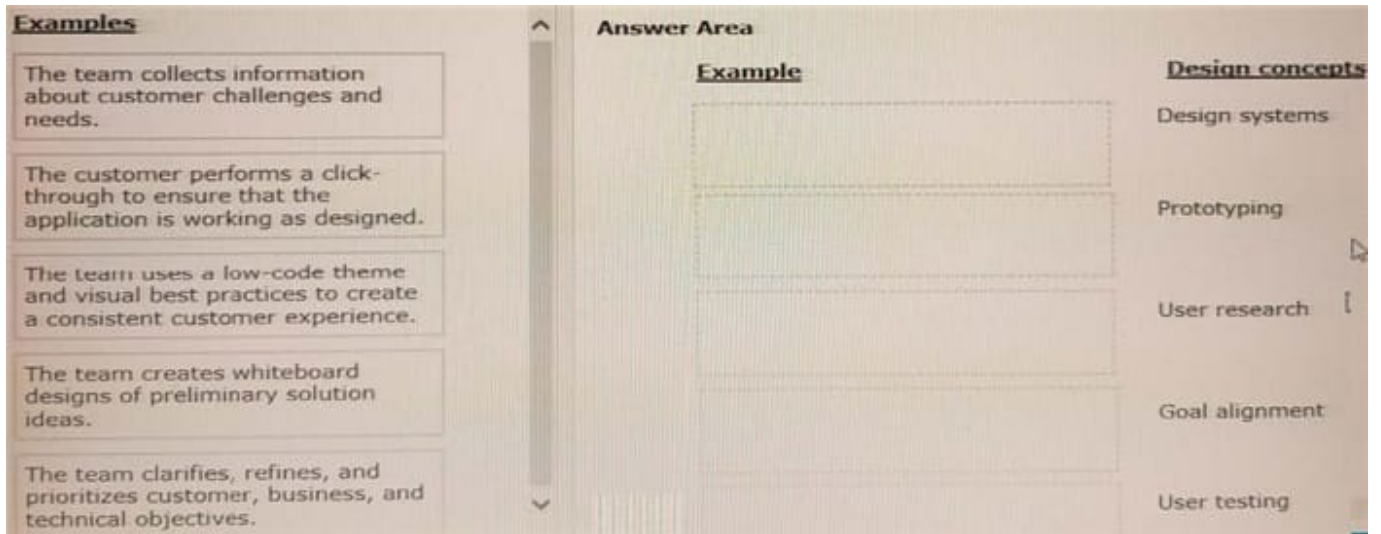
Correct Answer: B

QUESTION 3

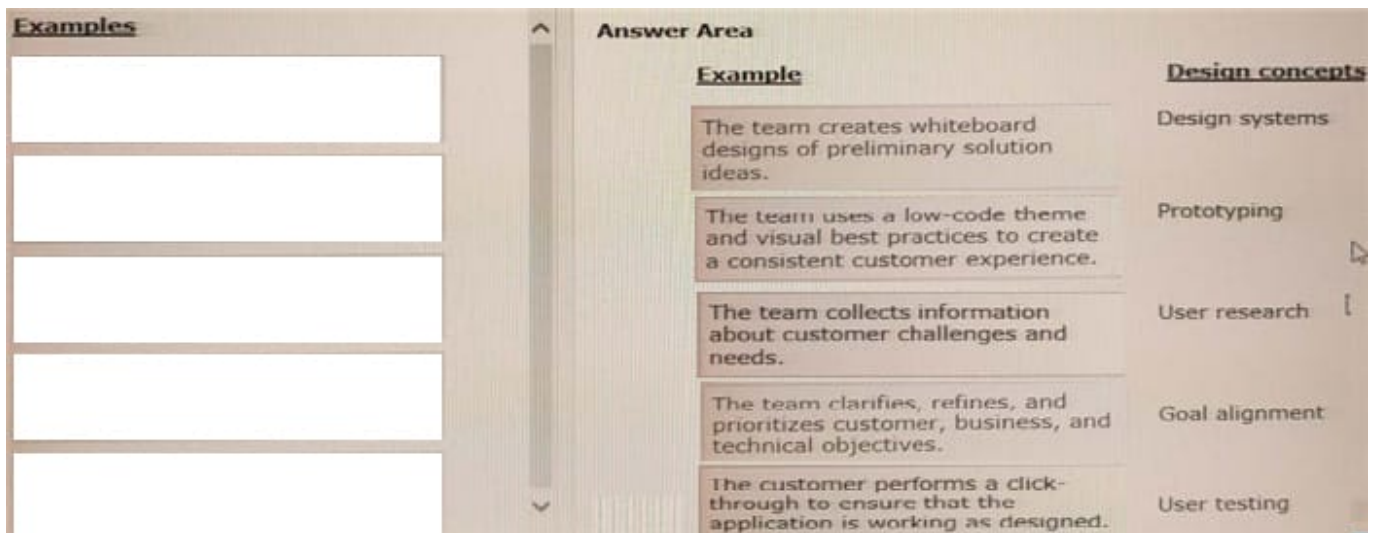
DRAG DROP

A team is developing a new customer-focused application. The team wants to achieve the maximum benefits of application adoption. Select each example on the left and drag it to the appropriate design concept on the right.

Select and Place:



Correct Answer:



QUESTION 4

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 5

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

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

Correct Answer: C

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