

# PEGACPBA74V1<sup>Q&As</sup>

Certified Pega Business Architect (CPBA) 74V1

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**QUESTION 1**

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 2**

DRAG DROP

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

Select and Place:

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

Correct Answer:

**Use Case**


**Answer Area**

<u>Use Case</u>	<u>Router</u>
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 must be completed by the same user.	Route to the current user.

**QUESTION 3**

Select the characteristic used to identify candidate rules to be delegated to business users.

- A. Changing business conditions require that the rule be managed without IT intervention.
- B. Ownership of changes to delegated rules changes from work group to work group.
- C. Frequent changes are needed to continuously redefine the user experience.
- D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: A

**QUESTION 4**

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 5

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

- A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.
- C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- D. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.

Correct Answer: B

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### QUESTION 6

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the \_\_\_\_\_ in the service level to 5 days.

- A. goal
- B. passed deadline
- C. deadline
- D. urgency

Correct Answer: C

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### QUESTION 7

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 8**

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Verification, when is the status of the case set to Pending-Verification?

- A. When Verify solution step starts
- B. When the Process ticket step starts
- C. When the Process ticket step completes
- D. When the Triage stage completes

Correct Answer: B

**QUESTION 9**

Consider the following user story:

As a customer, I want to be 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

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**QUESTION 10**

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

- A. Content of an entail confirming a customer submission
- B. Business policies controlled by regularity compliance
- C. Password validation standards
- D. The service level on expense reports

Correct Answer: AB

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