PEGACPSA88V1^{Q&As}

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QUESTION 1

In the first step in a case type, the user compares data on a form to the data on a customer account. If the data matches, the case is resolved. If the data does not match, the user advances the case to update the account. Management only wants a record of the cases that update an account. What two configuration options do you use to implement this requirement ? (Choose Two)

A. Add a persist case shape after the first step.

B. Configure the starting flow to instantiate the case type as a temporary case.

C. Apply a when condition to the first step to persist only cases requiring updates.

D. Configure the first step to instantiate the case type as a temporary case.

Correct Answer: CD

QUESTION 2

You are creating a case type to process job applications for a large corporation. Jobapplications for security positions require a physical assessment in addition to the standard criminal background check. The physical assessment can occur before or after the background check.

How do you configure a case type to achieve the required behavior?

A. Create a process for the physical assessment that is followed by a process for the backgroundcheck.

B. Create a process for the physical assessment that is parallel to the background check process.

C. Create a process on one stage for the background check and a process on another stage for the physical assessment.

D. Create a process for the background check and an optional process for the physical assessment.

Correct Answer: B

QUESTION 3

You are designing a credit transaction case type and have the following requirement: Transaction disputes must be resolved within 3 days.

To meet this requirement you need to set the_____ in the service level to 3 days Available Choices (select all choices that are correct)

A. goal

B. passed deadline

C. deadline

D. urgency

Correct Answer: C

Explanation: To meet this requirement, you need to set the deadline in the service level to 3 days. The deadline defines when to take action because a step or case is past due. The deadline interval is measured from when an assignment is ready for a user. References: https://academy.pega.com/topic/deadline-interval/v1

QUESTION 4

The business process for an automobile insurance claim consists of the following phases

Submission The customer contacts a customer service representative (CSR) to file the claim Review An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs Repair A third party performs the repairs on each vehicle communicating with the adjuster and customer as necessary Verification After each vehicle repair, the adjuster closes the claim.

According to Pega best practices which phase can you implement as a child case?

A. Submission

B. Repair

C. Verification

D. Review

Correct Answer: B

Explanation: To implement this requirement, you can implement the Repair phase as a child case. A child case is a case that is created and processed as part of another case, called the parent case. A child case can run independently of the parent case and can have its own life cycle, data, and service levels. By using a child case for the Repair phase, you can allow the parent case to continue independently of the child case processes. References: https://community.pega.com/ knowledgebase/articles/case- management/88/creating-child-cases

QUESTION 5

Select each description on the left and drag it to the correct property mode on the right.

Select and Place:

Description	Description	Property Mode
A numerically ordered list of customer accounts where the accounts relate to one another.		Single Value
An unordered list of the customer home, business and mailing addresses where each address contains the street, city, state, and postal code.		Page Group
The date of purchase on an expense report.		Page List

Correct Answer:

Description	Description	Property Mode
	The date of purchase on an expense report.	Single Value
	An unordered list of the customer home, business and mailing addresses where each address contains the street, city, state, and postal code.	Page Group
	A numerically ordered list of customer accounts where the accounts relate to one another.	Page List

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