

# **Pegasystems**

## **PEGACPDS25V1**

### **Certified Pega Data Scientist (CPDS)**



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### **Product Version**

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# Latest Version: 6.0

## Question: 1

Which key feature of the Customer Decision Hub ensures real-time personalization for customers?

- A. Batch processing of customer data
- B. Real-time event streaming and decisioning
- C. Predefined static decision rules
- D. Predictive model deployment

**Answer: B**

## Question: 2

What are common entities extracted by Pega NLP in chatbot interactions?  
(Select all that apply)

- A. Dates
- B. Locations
- C. Product names
- D. Workflow configurations

**Answer: A,B,C**

## Question: 3

Which data source is best suited for Pega NLP analysis?

- A. Transactional database records
- B. Customer emails and chat messages
- C. Workflow performance logs
- D. Historical SLA reports

**Answer: B**

## Question: 4

What is the role of sentiment analysis in Pega NLP?

- A. To classify customer messages based on tone or attitude
- B. To detect fraud in business processes
- C. To automate SLA violation predictions
- D. To monitor employee satisfaction

**Answer: A**

### Question: 5

How does Pega Process AI help in managing SLA violations?  
(Select all that apply)

- A. Sending real-time alerts
- B. Automatically escalating cases
- C. Extending SLA deadlines
- D. Predicting likelihood of delay

**Answer: A,B,D**

### Question: 6

Which techniques are leveraged by Pega NLP for entity extraction in chatbot channels?  
(Select all that apply)

- A. Pattern recognition
- B. Predefined taxonomy rules
- C. Machine learning algorithms
- D. Static keyword matching

**Answer: A,B,C**

### Question: 7

What is the purpose of a decision strategy in Pega?

- A. To create static business rules
- B. To collect customer interaction data
- C. To define a structured approach for making business decisions
- D. To automate workflow management

**Answer: C**

### **Question: 8**

Which data type is primarily used as input for a decision strategy?

- A. Static configuration files
- B. Competitor analytics
- C. Historical data
- D. Real-time interaction data

**Answer: D**

### **Question: 9**

How does Pega's governance framework ensure fairness in predictions?

- A. By removing real-time feedback
- B. By implementing bias detection and mitigation mechanisms
- C. By prioritizing historical data over real-time data
- D. By using only rule-based decision strategies

**Answer: B**

### **Question: 10**

What is the role of Next-Best-Action in the Customer Decision Hub?

- A. To identify the most appropriate action or offer for a customer at a given time
- B. To enforce static business rules
- C. To generate sales reports
- D. To archive historical data

**Answer: A**

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