Pegasystems

PEGACPSA23V1

Certified Pega System Architect 23

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Question: 1

Consider the following scenario: During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview. - Next, an email confirmation is sent to the candidate. - During the interview, the hiring manager captures notes from the discussion. - Finally, the candidate is assigned a technical exercise and the results are added to the case. Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose Two)

A. Notify Candidate
B. Ask Questions
C. Schedule Interview

Answer: A, C

Explanation:
This question appears to be a duplicate of Question No: 73 and therefore the answer and explanation remain consistent. "Schedule Interview" and "Notify Candidate" are steps that precisely describe the corresponding actions in the job application process. Naming steps in this manner ensures that the purpose and outcome of each step are immediately clear to anyone involved in the process or reviewing the case.

Question: 2

Consider the following scenario:
A customer files a fraud complaint. The complaint is investigated by a customer service agent.
* The customer service agent may request additional information from the customer.
* The merchant is notified and given 15 days to dispute the fraud claim.
* If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted totheiraccount. How do you name the step where the agent investigates the claim for fraud?

A. Investigate Claim
B. Claim Investigation
C. Fraud Claim
D. Investigate Fraud

Answer: A

Explanation:
The step name "Investigate Claim" most accurately describes the activity where the customer service agent reviews the details of a fraud complaint. This naming is clear and action-oriented, specifying what the agent is doing (investigating) and the subject of the investigation (the claim). It is preferred over options like "Claim Investigation" or "Investigate Fraud" because it follows the verb-noun format that is recommended for naming steps in Pega, where the verb denotes the action and the noun denotes the object of the action.

Question: 3

Customers can log their own product support requests using an online portal. Once logged in, the portal displays the list of products purchased by the customer. The customer can initiate one or more support requests for each product. What is the appropriate scope for a data page that sources the list of products purchased by the customer?

A. Thread
B. System
C. Requestor
D. Node

Answer: C

Explanation:
The appropriate scope for a data page that lists products purchased by a customer viewed in an online portal is "Requestor". This scope ensures that the data page is unique to each user session and is accessible across multiple requests within that session. The "Requestor" scope is suitable because it persists for the duration of the user's interaction with the application, across multiple threads or cases, making it ideal for situations where a user might be working on multiple support requests during a single login session.

Question: 4

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.
Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

A. Configure the stage to resolve the case.
B. Configure the case type to create temporary cases.
C. Add a decision step to the process.

D. Add a Persist case step to the case life cycle.

Answer: B, D

Explanation:
The combination of configuring the case type to create temporary cases and adding a Persist case step to the case life cycle is appropriate for this scenario. Temporary cases allow users to enter and process data without immediately committing it to the database, ideal for initial checks like membership status. If the user decides to make changes (hence modifying the membership), the Persist case step can be used to save these changes and assign a case ID, thus converting the temporary case into a permanent record in the system.

Question: 5

Customers on a hotel booking application can add additional amenities to their reservation. The application displays a view with the available amenities, descriptions and costs. To reduce scrolling, the content is organized into multiple areas. Each area is accessed using a drop down menu that lists each amenity.
How do you configure the user interface to improve access to the content and achieve the business requirement described?

A. Configure a disable when condition on each field to allow access when the associated amenity is selected on the drop down control.
B. Configure a repeating dynamic layout with an embedded section for each amenity and set the layout format to grouped.
C. Configure a layout group to separate each amenity into individual panels and set the layout to a menu format.
D. Configure a visible when condition on the drop down control to display each section when the associated amenity is selected.

Answer: C

Explanation:
Configuring a layout group with a menu format is the most effective way to organize content into multiple areas within a hotel booking application, minimizing the need for excessive scrolling. This configuration allows each amenity to be separated into individual panels accessible via a dropdown menu, providing a clean, organized, and user-friendly interface. This approach enhances the user experience by allowing users to easily navigate through different amenities without the clutter of all options being displayed simultaneously.

Question: 6

Depending upon the purchase request amount, approvals cascade from the users to a loan officer, then to a director and finally to a vice president. The loan officer is the user's manager. The director is the loan officer's manager. The vice president is the director's manager.Which two approaches can you use to configure the cascading approval? (Choose two)

A. Approval based on Authority Matrix, with a Decision Tree rule to determine the approver(s)
B. Approval based on Authority Matrix, with a Decision Table rule to determine the approver(s)
C. Approval based on Reporting structure, using the workbasket manager to determine the approver(s)
D. Approval based on Reporting structure and when conditions, using each operator's reporting to manager to determine the approver(s)

Answer: B, D

Explanation:
To configure cascading approvals in a scenario where approvals move up through an organizational hierarchy (user to loan officer to director to vice president), two effective methods include using an Authority Matrix in conjunction with a Decision Table and leveraging the reporting structure with conditional logic. A Decision Table allows for the definition of approval rules in a structured, tabular format, which is ideal for setting different approval thresholds based on the purchase amount. Using the reporting structure with "when" conditions allows the system to dynamically determine the next approver based on the employee's direct reporting line, ensuring that each approval level is adhered to according to organizational hierarchy.

Question: 7

Direct Capture of Objectives (DCO) aims to increase which two aspects of application delivery? (Choose Two)

A. Accuracy
B. Coding
C. Speed
D. Performance

Answer: A, C

Explanation:
Direct Capture of Objectives (DCO) in Pega is designed to enhance the accuracy and speed of application delivery. By capturing requirements directly within the development environment, DCO ensures that there is less miscommunication between business and IT teams, leading to more accurate representations of business requirements in the application. Furthermore, this method speeds up the development process by reducing the need to rework requirements and by allowing for a more agile response to changes.

Question: 8

During a playback session, a stakeholder notices that a drop-down list is missing one of the required options.
Which work item do you create in Agile Workbench to address this issue?

A. User Story
B. Bug
C. Feedback
D. Status

Answer: B

Explanation:
In Agile Workbench, when a stakeholder identifies an issue like a missing option in a dropdown list during a playback session, the appropriate work item to create is a "Bug." This is because the issue represents a deviation from the expected functionality or requirements that need to be addressed by the development team. Bugs in Agile Workbench are used to track errors or problems that need resolution to meet the outlined specifications or user expectations.

Question: 9

Employees submit time-off requests that must be approved by their manager. If the requested time off is extended beyond three weeks, the manager, director, and a member of human resources (HR) must approve the request. Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

A. Create a decision table and evaluate all rows.
B. Use a cascading approval with an authority matrix.
C. Use a cascading approval with a reporting structure.
D. Configure custom approvals in the reporting structure.

Answer: B, C

Explanation:
For time-off requests requiring multiple levels of approval based on the duration of the request, combining a cascading approval process with an authority matrix and custom approvals configured in the reporting structure is effective. The authority matrix can define different approval rules based on the length of the time-off requested, while custom approvals allow for the inclusion of additional approvers, such as HR, when the request exceeds a specific threshold

(e.g., three weeks). This ensures that all necessary approvals are obtained in a structured and hierarchical manner.

Question: 10

For which use case do you create a new rule in a Pega Platform application?

A. A designer reuses a UI section every time the same behavior is needed in the application.
B. A developer makes changes to an email message that is configured in the case life cycle.
C. A designer uses Design mode at runtime to modify a view to use a two column template.
D. A developer creates a parallel process to audit the changes that a service agent makes.

Answer: D

Explanation:
Creating a new rule in Pega Platform is appropriate when a specific behavior or functionality not provided by out-of-the-box features is needed. In this case, a developer creating a parallel process to audit changes made by a service agent requires a new rule. This rule will handle the logic and flow for tracking and documenting changes in a separate process, ensuring that the audit trail is maintained without affecting the primary case processing, aligning with best practices for maintaining system integrity and traceability.