

DUMPS ARENA

Certified Pega Business Architect (CPBA) 73V1

Pegasystems PEGACPBA73V1

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

You are assigned to a Pega implementation project as a Pega business architect. Which task are you expected to perform?

- A. Identify the initial backlog of case types.
- B. Identify the scope of the initial release.
- C. Help to groom user stories ahead of a sprint.
- D. Organize the Project Kickoff meeting.

ANSWER: C**QUESTION NO: 2**

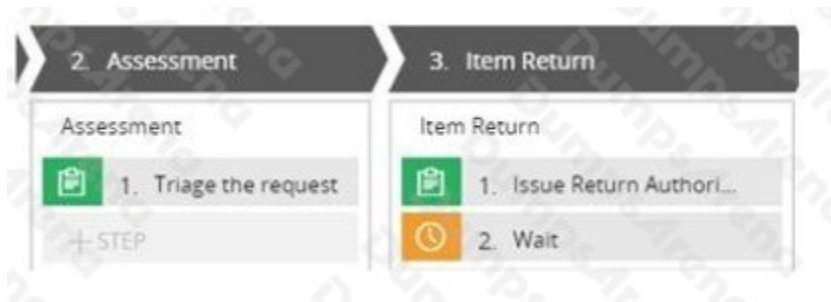
You are developing a car maintenance application for a car service center. Specific services are performed by different teams. Example services are oil changes, tire rotations, and windshield wiper inspections.

Which two configuration options perform the correct assignment routing? (Choose Two)

- A. Configure all assignments to route to the service manager who then assigns the tasks to the specific team.
- B. Configure routing to use business logic to assign tasks to the appropriate team using the type of service.
- C. Configure single level approval routing to a supervisor who assigns the task to the specific team.
- D. Configure routing to a skilled work group using the appropriate skill parameters for the selected service.

ANSWER: B D**QUESTION NO: 3**

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Add an Item Retention alternate stage and define a process for retention of item.
- B. Add a decision in the Item Return process to change the stage when a return is not necessary.
- C. Add a condition to skip the Item Return stage when a return is not necessary.
- D. Replace the Wait step in the Item Return stage with a Change Stage step.

ANSWER: C

QUESTION NO: 4

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose Two)

- A. Coding
- B. Testing
- C. Accuracy
- D. Speed

ANSWER: C D

QUESTION NO: 5

A manager has reviewed a case and has decided to increase the case urgency and escalate to HR. HR must review and respond within four business hours.

Which three configuration options are needed to enable the manager to satisfy the requirements? (Choose Three)

- A. Provide notification to HR requesting urgency be increased.
- B. Provide a service level for the HR assignment.
- C. Provide escalation action to HR and resolve the case.

- D. Provide a field for urgency adjustment.
- E. Provide a local action to transfer the assignment to another queue.

ANSWER: B D E

QUESTION NO: 6

You are preparing to delegate a number of business rules. What three prerequisite actions must be taken before you can delegate the business rules? (Choose Three)

- A. Ensure the delegated ruleset exists in the Production rulesets list.
- B. Ensure a ruleset that will contain the delegated rules exists.
- C. Ensure a ruleset exists for the users who will manage the delegated rules.
- D. Ensure an access group exists for the users who will manage the delegated rules.
- E. Ensure the delegated rules are added to a locked ruleset.

ANSWER: A B D

QUESTION NO: 7

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

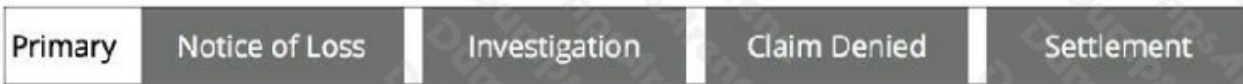
Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A)



B)



C)



D)

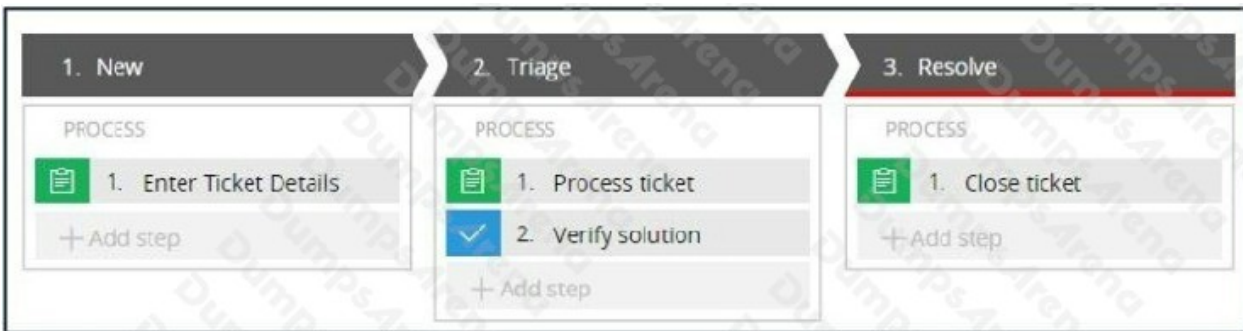


- A. Option A
- B. Option B
- C. Option C
- D. Option D

ANSWER: A

QUESTION NO: 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

ANSWER: B

QUESTION NO: 9 - (DRAG DROP)

Select and move the Business Architect tasks to the Journey Centric Development project order column and place them in the correct order.

The screenshot shows two columns. The left column is titled "Business Architect Tasks" and contains four items: "Groom backlog stories", "Playback configurations", "Prepare for project kickoff meeting", and "Capture sessions on discrete aspects of the case type". The right column is titled "Journey Centric Development project order" and is currently empty. Below each column are two circular arrows: a right-pointing arrow and a left-pointing arrow on the left, and an up-pointing arrow and a down-pointing arrow on the right.

ANSWER:

The screenshot shows the same interface as above, but with tasks moved to the right column. The "Journey Centric Development project order" column now contains four items in the following order from top to bottom: "Prepare for project kickoff meeting", "Capture sessions on discrete aspects of the case type", "Groom backlog stories", and "Playback configurations". The "Business Architect Tasks" column now contains only "Groom backlog stories", "Playback configurations", and "Prepare for project kickoff meeting". The "Capture sessions on discrete aspects of the case type" task is no longer in the left column.

Explanation:

3-4-1-2

QUESTION NO: 10

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline and passed deadline intervals?

- A.** Service level processing is halted until the assignment is completed.
- B.** Urgency value remains at 100, but other service level processing continues.
- C.** The user is notified that the maximum urgency has been reached.
- D.** Urgency value continues to increment as configured.

ANSWER: B