

DUMPS ARENA

Pega Certified Business Architect (PCBA) 84V1

Pegasystems PEGAPCBA84V1

Version Demo

Total Demo Questions: 10

Total Premium Questions: 50

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QUESTION NO: 1

In an insurance claim application, you have the following requirement: All claims must be processed within 1 week. To meet this requirement you configure a service level. Where should the service level be configured?

- A. The case type
- B. The stage
- C. The process
- D. The step

ANSWER: C

QUESTION NO: 2 - (HOTSPOT)

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Hot Area:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	Long-term goal Solution prototype Journey/process maps, diagrams, and empathy maps Problem/opportunity statements User-testing results
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	Long-term goal Solution prototype Journey/process maps, diagrams, and empathy maps Problem/opportunity statements User-testing results
The airline wants to increase airline ticket sales by creating a customer loyalty program.	Long-term goal Solution prototype Journey/process maps, diagrams, and empathy maps Problem/opportunity statements User-testing results

ANSWER:

<u>Deliverable/Outcome</u>	<u>Output Type</u>
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QUESTION NO: 3

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 case type to create temporary cases.
- B. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.

ANSWER: B D

QUESTION NO: 4

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum.

Which three of the following statements are true? (Choose Three)

- A. New customer obtains troubleshooting assistance by using a call center is a microjourney
- B. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- C. New customer obtains troubleshooting assistance by using a call center is a journey
- D. Experienced customer obtains troubleshooting assistance by using the online forum is a journey

- E. Customer obtains troubleshooting assistance is a journey
- F. Customer obtains troubleshooting assistance is a microjourney

ANSWER: B C F

QUESTION NO: 5

Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.

Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

- A. Configure the request type as a weighted condition.
- B. Configure a time period for the request date as a weighted condition.
- C. Configure the apartment address as a weighted condition.
- D. Configure the apartment address as a basic condition.
- E. Configure the tenant name as a basic condition.

ANSWER: A C E

QUESTION NO: 6

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Manager Approves Request
- B. Approve Employee Request
- C. Request Approval
- D. Review Request

ANSWER: D

QUESTION NO: 7

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B. Add each vehicle claim as a child case of the accident claim.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a parallel process for vehicle claims in the accident claim resolution stage.

ANSWER: A C**QUESTION NO: 8**

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

- A. Add the analyst to both the Author role and the Case Manager channel interface.
- B. Update the Author role to include the required analyst reports.
- C. Add the analyst to the Manager role.
- D. Create a new Analyst role with the required access.

ANSWER: A**QUESTION NO: 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. Configure the Cancel button on the user views to resolve the case.
- B. Add an alternate stage to the case life cycle.
- C. Add a case wide action to the case workflow.

D. Add a stage-only action to each stage in the case workflow.

ANSWER: C

QUESTION NO: 10 - (DRAG DROP)

From the left, drag each report into the corresponding report type on the right.

Select and Place:

The screenshot shows a drag-and-drop interface. On the left, there are four report descriptions in separate boxes:

- The number of customer support request cases created per week
- Average duration and timeliness per assignment
- Top 10 merchants with highest percentage of fraud cases
- Total customer inquiry cases per state per product line

In the center, there is a vertical line labeled "Answer Area". To the right of this line, there are two categories of report types, each with a dashed rectangular box for dropping items:

- Business Reports**: This category is positioned higher on the page.
- Process Reports**: This category is positioned lower on the page.

ANSWER:

Business Reports

Top 10 merchants with highest percentage of fraud cases

Total customer inquiry cases per state per product line

Process Reports

The number of customer support request cases created per week

Average duration and timeliness per assignment