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練習題

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Exam : **PEGACPBA88V1**

Title : Certified Pega Business Architect 8.8

Version : DEMO

1.An order fulfillment case type allows a customer to update user profile information during the order placement stage.
The user profile consists of the following three pages:
- Account ID and password
- Customer contact information
- A list of open orders with the status of each order
How do you configure the case type to allow customers to update any of the user profile pages individually?
A. Add a set of optional actions to the case workflow.
B. Add an alternate stage to the case life cycle.
C. Add a button for each profile page to each assignment.
D. Add an optional process to the case workflow.
Answer: A
Explanation:
In Pega, optional actions allow users to perform actions that are not part of the primary process flow but can be performed if needed. This is particularly useful for updating user profile information which may not always be required during the order placement stage. By adding a set of optional actions to the case workflow, customers can update any of the user profile pages individually without disrupting the main flow of the case.
Reference: Pega Academy - Configuring optional actions: Optional actions are used to configure actions that a user can perform at any time during the case lifecycle, providing flexibility and user control.

2.You are configuring an accident claim case with two child cases for an automobile insurance company, as shown in the following figure:



The business requirement changes to allow the parent case to continue independently of the child case processes, w do you configure the Wait step for this requirement?
A. Configure the step so that users can continue with the parent case process regardless of child case status.
B. Configure the step to continue the parent case when the child cases reach auditor approval.
C. Configure the step to continue the parent case when the child cases reach the payment pending review status.
D. Configure the step so that only one child case must be resolved before the parent case can continue.
Answer: A
Explanation:
To configure a parent case to continue independently of its child cases, you need to adjust the Wait step settings in the parent case. By configuring the Wait step so that users can continue with the parent case process regardless of the child case status, the parent case does not need to wait for the child cases to

reach a certain status or be resolved. This allows for parallel processing where the parent case progresses independently of the child cases.
Reference: Pega Academy - Wait Step: The Wait step in a case lifecycle is used to pause the processing of a case until a specific condition is met. Adjusting the wait condition allows the parent case to proceed independently of the child cases.

3.A survey is sent to a customer via email.
Who do you configure a solution to ensure the email includes the case ID for the survey?
A. Call a data transform to copy the case ID from pyWorkPage to the email.
B. Create a process using the Send email step allowing representatives to quickly add the case ID to the email.
C. Create a required field for the case ID that must be entered by a user during the case process prior to sending the email.
D. Use the Insert Property feature of a Send email step to add the case ID when composing the custom message.
Answer: D
Explanation:
The Insert Property feature in the Send email step allows you to include dynamic data, such as the case ID, directly into the email body. This ensures that the case ID is automatically included in the email without requiring manual entry or additional processes. By configuring the Send email step to use the Insert Property feature, you can ensure that the case ID is included in the survey email sent to the customer.
Reference: Pega Academy - Sending emails from a case: The Send email step allows you to configure and send emails from within a case, with options to include case properties dynamically using the Insert Property feature.

4.In the Travel booking case type, if a passenger indicates that they are traveling with a service animal, they must document the type, size, and age of the animal, ..do you configure the case life cycle to meet this requirement?
A. Apply an optional action to the Travel booking case type to allow the passenger to provide the information as needed.
B. Configure a validation rule in the Travel booking case type settings to check whether the passenger is traveling with a service animal.
C. Add an Identify service animal process within the Travel booking case life cycle and apply a condition to determine when to run the process.
D. Create a Service animal accommodation child case that is automatically resolved if the passenger is not traveling with a service animal.
Answer: C
Explanation:
In Pega, conditional processes can be added to a case life cycle to handle specific scenarios, such as when a passenger is traveling with a service animal. By adding an Identify service animal process and applying a condition to determine when this process should run, you can ensure that the required information about the service animal is collected only when needed. This approach keeps the main case flow streamlined while handling special requirements as necessary.

Reference: Pega Academy - Conditional processing: Configuring conditional processes in a case life cycle allows you to define actions that are executed only when certain conditions are met, providing flexibility in case handling.

5…….which two situations is it appropriate to use a decision table? (Choose Two)
A. Order total is calculated based on the quantity and price of the items in the customer's shopping cart.
B. A dance studio recommends a membership type based on the number and type of dance classes the customer wants to attend every month.
C. If customers decide to add insurance, checked bags, or early boarding to their airline tickets, extra fees are added to their order total.
D. A hair care company suggests a line of products to customers based on their hair type, scalp moisture, hair moisture, and whether it is color-treated.
Answer: BD
Explanation:
Decision tables in Pega are ideal for situations where you need to apply multiple conditions to arrive at a decision. They are best used when you have a limited number of conditions and actions that result in a discrete set of outcomes.
B. A dance studio recommending a membership type based on the number and type of dance classes is suitable for a decision table. The number and type of classes can be mapped to specific membership types in a table format where each row represents a possible scenario and outcome.
D. A hair care company suggesting a line of products based on various attributes such as hair type, scalp moisture, hair moisture, and whether it is color-treated is also suitable for a decision table. Each combination of attributes can correspond to a specific product recommendation, making a decision table an efficient way to handle these rules.
Reference: Pega Decision Management Overview
Pega Academy: Decision Table Rules