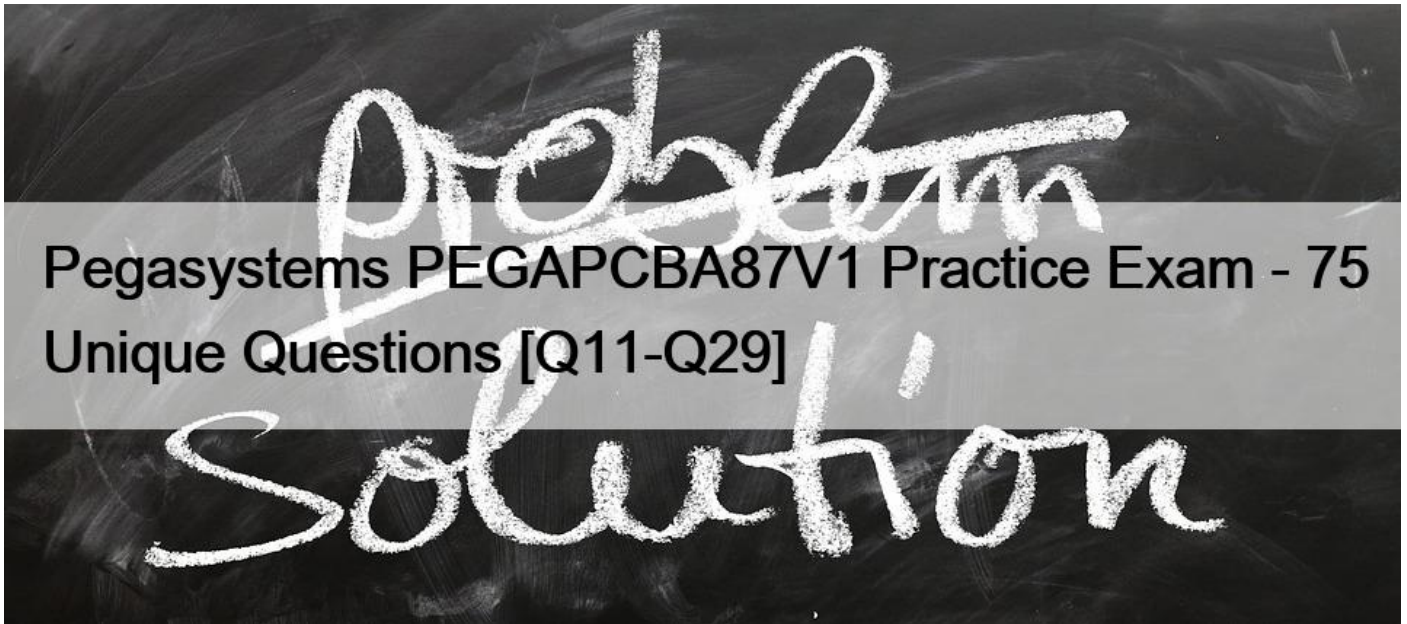


Pegasystems PEGAPCBA87V1 Practice Exam - 75 Unique Questions [Q11-Q29]



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Latest Questions PEGAPCBA87V1 Guide to Prepare Free Practice Tests

The PEGAPCBA87V1 exam is a certification exam designed for business architects who want to demonstrate their skills and knowledge of Pega systems. Pega systems are a set of software applications designed to help businesses streamline their operations and improve their customer experience. PEGAPCBA87V1 exam is intended for individuals who have a strong understanding of business processes and are looking to demonstrate their knowledge of Pega systems.

QUESTION 11

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- * Apply an urgency value to the deadline interval.
- * Adjust the default assignment urgency value.
- * Apply an urgency value to the goal interval.
- * Add an escalation action to the goal interval.

Adjusting the default assignment urgency value will increase the likelihood that the assignment is completed before the deadline.

QUESTION 12

Select each Use Case on the left and drag it to the appropriate Routing configuration on the right.

Use Case	Answer Area	Use Case	Routing configuration
The team manager must approve all expense reports.			Route to a specific user.
An agent who speaks French must work on the case if the customer indicates that their preferred language is French.			Route to a work queue.
The Finance department must audit incoming billing requests.			Route based on business logic.
The same customer must complete the next data collection form.			Route to the current user.

Use Case	Answer Area	Use Case	Routing configuration
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The Finance department must audit incoming billing requests.		An agent who speaks French must work on the case if the customer indicates that their preferred language is French.	Route based on business logic.
The same customer must complete the next data collection form.		The same customer must complete the next data collection form.	Route to the current user.

QUESTION 13

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)

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

These answers are correct because they prevent the accident claim case from resolving before all vehicle claims are resolved, as per the requirement. By adding each vehicle claim as a child case of the accident claim, you can create a case hierarchy that allows you to manage related cases together. By adding a wait step to the accident claim case, you can pause the parent case until all child cases reach a specific status, such as Resolved. Reference:

<https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 5: Case Hierarchy)

QUESTION 14

Which three of the following options are characteristics of a good user story? (Choose Three)

- * Can be tested
- * Reflects the business value the client receives

- * Easy to understand
- * Describes the technical solution that needs to be built
- * Excludes acceptance criteria

A user story is a concise description of a feature or functionality that a user wants to achieve in an application. A good user story has three characteristics: it can be tested, it reflects the business value the client receives, and it is easy to understand. It can be tested means that the user story has clear and measurable acceptance criteria that verify whether it meets the user's expectations. It reflects the business value the client receives means that the user story explains why the feature or functionality is important or beneficial for the user or the business outcome. It is easy to understand means that the user story uses simple and consistent language that avoids technical jargon or ambiguity. Reference: <https://academy.pega.com/library/81/pega-certified-business-architect-pcba-81>

QUESTION 15

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- * Set the goal to be the required response time based on policy and send notifications to both parties.
- * Set the deadline to be the required response time based on policy and send notifications to both parties.
- * Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- * Set the goal to be the desired response time based on policy and send notifications to both parties.

QUESTION 16

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



How do you suspend the parent case processing until the child cases are resolved?

- * Add an approval step to each of the child cases to resolve the cases.
- * Add a wait step to the parent case pausing the parent case until the child cases resolve.
- * Add a service level agreement to resolve the child cases within 90 days.
- * Add a 30-day wait to the parent case to allow time for the child cases to resolve.

it suspends the parent case processing until the child cases are resolved, as per the requirement. The Wait step can be configured to pause the parent case until all child cases are resolved. This way, the parent case ensures that all child cases are completed before proceeding. Reference: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 5: Case Hierarchy)

QUESTION 17

Which two statements about data records are true? (Choose Two)

- * Data records need unique, user-generated IDs.
- * Data records require external storage.
- * Data records are displayed in a drop-down list by default.
- * Data records define permissible values for data fields.

Data records are instances of data types that store information in your application. Data records need unique, user-generated IDs to identify and reference them. Data records also define permissible values for data fields that use them as data sources, such as drop-down lists, radio buttons, etc. Reference:

<https://community.pega.com/knowledgebase/articles/data-management-and-integration/86/creating-data-records>

QUESTION 18

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)

- * New customer obtains troubleshooting assistance by using a call center is a microjourney
- * Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- * New customer obtains troubleshooting assistance by using a call center is a journey
- * Experienced customer obtains troubleshooting assistance by using the online forum is a journey
- * Customer obtains troubleshooting assistance is a journey
- * Customer obtains troubleshooting assistance is a microjourney

QUESTION 19

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days.

To meet this requirement, you must set the _____ in the service level to five days.

- * deadline
- * priority
- * urgency
- * goal

This answer is correct because it sets the maximum time allowed for resolving a medical claim case, as per the requirement. The deadline in the service level defines the time limit for completing a case or an assignment. If the deadline is reached, an escalation action can be triggered to notify or reassign the case or assignment. Reference:

<https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 6: Service Levels)

QUESTION 20

Which configuration informs a user by email when an assignment is added to the user's worklist?

- * Configure a service level to send a notification to the assigned user.
- * Add a Send Notification step to the process after the assignment to notify the assigned user.
- * Add a Send Email step to the process before the assignment to notify the assigned user.
- * Configure the case type to send assignment notifications to assigned users.

To inform a user by email when an assignment is added to the user's worklist, you need to configure the case type to send assignment notifications to assigned users. This option enables email notifications for all assignments in the case type. The other options are either incorrect or irrelevant for this requirement. Reference:

<https://docs-previous.pega.com/case-management/87/sending-email-notifications>

QUESTION 21

Before development, your team creates a spreadsheet with work items to populate the backlog. How do you populate the backlog directly from the spreadsheet?

- * Create stones
- * Import stones
- * Create bugs
- * Create feedback

QUESTION 22

How do you route an assignment so that any available member of the Finance department can perform the task?

- * Route the assignment to a work list.
- * Route the assignment to the admin user ID.
- * Route the assignment separately to all members.
- * Route the assignment to a work queue.

it routes an assignment so that any available member of the Finance department can perform the task. A work queue is a shared list of assignments that can be accessed by multiple users who have the same role or skill. By routing the assignment to a work queue, you can ensure that any qualified user can pick up and complete the task. Reference:

<https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 8: Routing)

QUESTION 23

Which three of the following options are characteristics of a good user story? (Choose Three)

- * Can be tested
- * Reflects the business value the client receives
- * Easy to understand
- * Describes the technical solution that needs to be built
- * Excludes acceptance criteria

QUESTION 24

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days.

To meet this requirement, you must set the_____ in the service level to five days.

- * deadline
- * priority
- * urgency
- * goal

QUESTION 25

In the Answer Area, identify the type of data measured in each report.

Answer Area

Report	Type of Data	
	Business Data	Process Data
Number of customer support cases handled per month	<input type="radio"/>	<input type="radio"/>
Profit margin by types of goods sold monthly	<input type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input type="radio"/>

Answer Area

Report	Type of Data	
	Business Data	Process Data
Number of customer support cases handled per month	<input type="radio"/>	<input checked="" type="radio"/>
Profit margin by types of goods sold monthly	<input checked="" type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input checked="" type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 26

In a claims application, customers can file home insurance claims. Each claim contains a list of items of loss. Depending on the situation, some claims are investigated for potential fraud in parallel to the actual claim process.

Which two case types do you create to support this scenario? (Choose Two)

- * Items of loss
- * Claim
- * Customer
- * Fraud investigation

These two case types can support the scenario of filing home insurance claims with items of loss and potential fraud investigation. Items of loss can be implemented as a child case type that represents each item that is claimed by the customer. Fraud investigation can be implemented as a parallel process that runs in the background while the main claim process is ongoing. The other options are either incorrect or irrelevant for this scenario. Reference: <https://academy.pega.com/topic/child-cases/v1>
<https://academy.pega.com/topic/parallel-processes/v1>

QUESTION 27

In a boat repair case type, clients can set their boat type as Powered, Sail, or Row. During the Inspection stage, the Inspect Boat process prompts technicians to inspect the common parts of all boats. However, if .boatType = '#Sail;'; the technicians

are additionally prompted to complete the Inspect Sailboat process.

How do you configure the case life cycle to achieve this behavior?

- * Configure the Inspect Boat process to start if the .boatType is not Powered; Otherwise, the process is skipped.
- * Configure the Inspect Sailboat process to start if the .boatType = ;Sail;. Otherwise, the process is skipped.
- * Configure the Inspect Boat process to start if the .boatType = ;Sail;. Otherwise, the process is skipped.
- * Configure the Inspect Sailboat process to start if the .boatType is not ;Powered;. Otherwise, the process is skipped.

To display the Inspect Sailboat process only if .boatType = ;Sail;, you need to configure the process to start if the .boatType property equals ;Sail;. Otherwise, the process is skipped and the case life cycle continues to the next step. This way, only sailboats are inspected for sail-specific parts, while other boat types are inspected for common parts only. The other options are either incorrect or irrelevant for this requirement. Reference:

<https://docs-previous.pega.com/case-management/87/adding-processes-case-life-cycles>

QUESTION 28

Which statement most accurately describes the use of Pega Mobile Preview?

- * Pega Mobile Preview simulates user loads to test mobile app performance.
- * Pega Mobile Preview allows you to simulate a Pega application on a mobile device.
- * Pega Mobile Preview models a typical user interaction to scenario test a mobile app
- * Pega Mobile Preview allows you to configure the application user interface.

Pega Mobile Preview is a feature that allows you to view and interact with your Pega application on a mobile device without installing the app. It helps you to test the user interface and functionality of your app on different devices and screen sizes.

Reference: <https://community.pega.com/knowledgebase/articles/pega-mobile/86/using-pega-mobile-preview>

QUESTION 29

You need to fetch exchange rates that are updated on a daily basis from a web service and make them available in your application using a data page .

Which scope would you select for the data page?

- * Application
- * Request
- * Node
- * Thread

it fetches exchange rates that are updated on a daily basis from a web service and makes them available in your application using a data page. A request scope for a data page means that the data page is loaded once per user session and is refreshed when the user logs out and logs back in. This way, the data page can provide the most up-to-date exchange rates for each user session. Reference: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 10: Data Pages)

The PEGAPCBA87V1 exam is a comprehensive and challenging exam that requires a thorough understanding of Pega's business architecture and methodology. PEGAPCBA87V1 exam is designed to test an individual's ability to design and implement Pega's solutions, and to manage Pega's business processes. Pega Certified Business Architect (PCBA) 87V1 certification is a valuable asset for anyone looking to establish a career as a business architect, and will provide individuals with the skills and knowledge they need to succeed in this challenging and rewarding field.

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