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QUESTION 1

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

- A. Route the assignment to a work queue.
- B. Route the assignment to the admin user ID.
- C. Route the assignment separately to all members.
- D. Route the assignment to a work list.

Correct Answer: D

Reference <https://community.pega.com/knowledgebase/articles/routing-assignment>

QUESTION 2

Consider the following user story:

As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view? (Choose two.)

- A. Will field information about the temporary member be stored in an external database?
- B. What fields does the account owner need to see to be able to add a temporary member?
- C. How do the fields for the temporary member need to be displayed?
- D. Do the fields about the temporary member need to be displayed in multiple languages?

Correct Answer: BC

QUESTION 3

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within 5 days. To meet this requirement you need to set the _____ in the service level to 5 days.

- A. goal
- B. passed deadline
- C. deadline
- D. urgency

Correct Answer: C



QUESTION 4

An applicant submits a loan request. The system validates information on the loan application and calculates the credit score of the applicant based on credit reports and the account history with the bank.

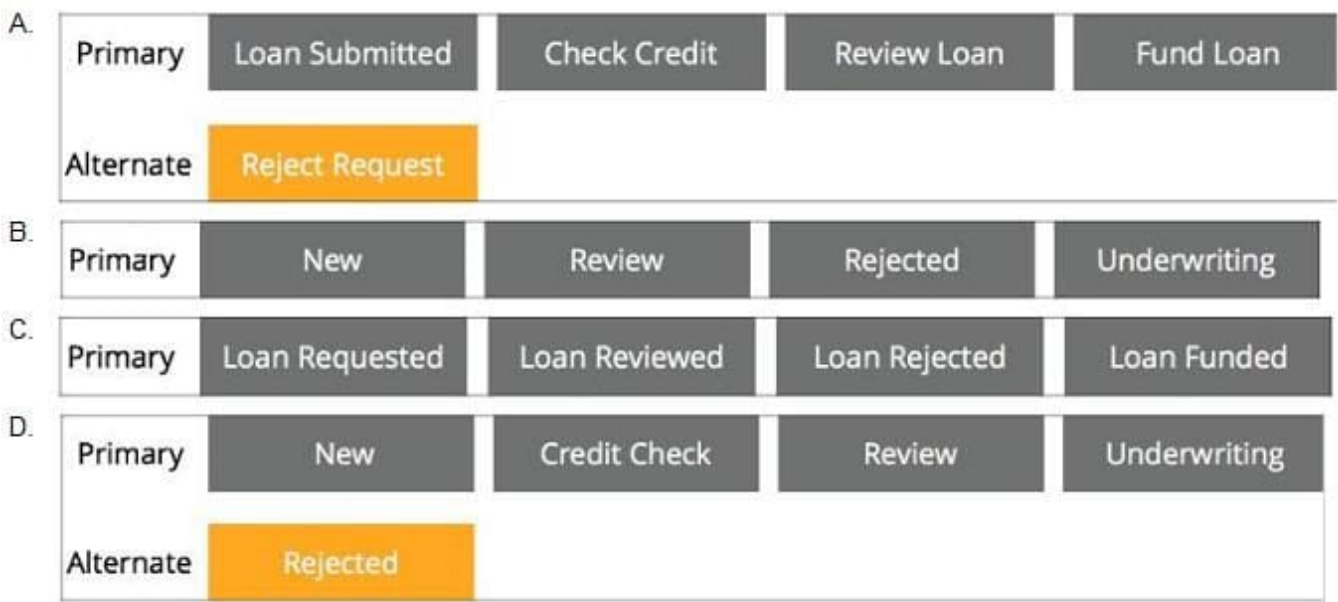
If the credit score is unacceptable, the customer is notified of the result and the loan application is closed.

If the credit is acceptable, the loan application is forwarded to a loan officer for review.

If the loan officer approves the loan request, the loan application is sent to the underwriting department for processing.

If the loan officer rejects the loan request, the customer is notified of the result and the loan application is closed.

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



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

QUESTION 5

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.



What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to a specific user using the Use business logic option.
- B. Route the job application to an operator within a skilled group using the Specific user option.
- C. Route the job application to a specific queue using the Use business logic option.
- D. Route the job application to an approximately skilled operator using the Specific user option.

Correct Answer: C

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