



# PEGACPBA73V1<sup>Q&As</sup>

Certified Pega Business Architect (CPBA) 73V1

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### QUESTION 1

In a purchase order case the vendor assigned might not respond to a customer's 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.)

- A. Set the goal to be the required response time based on policy and sent notifications to both parties.
- B. Set the deadline to be the desired response time based on policy and sent notifications to both parties.
- C. Set the deadline to be the required response time based on policy and sent notifications to both parties.
- D. Set the goal to be the desired response time based on policy and sent notifications to both parties.

Correct Answer: CD

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### QUESTION 2

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent.

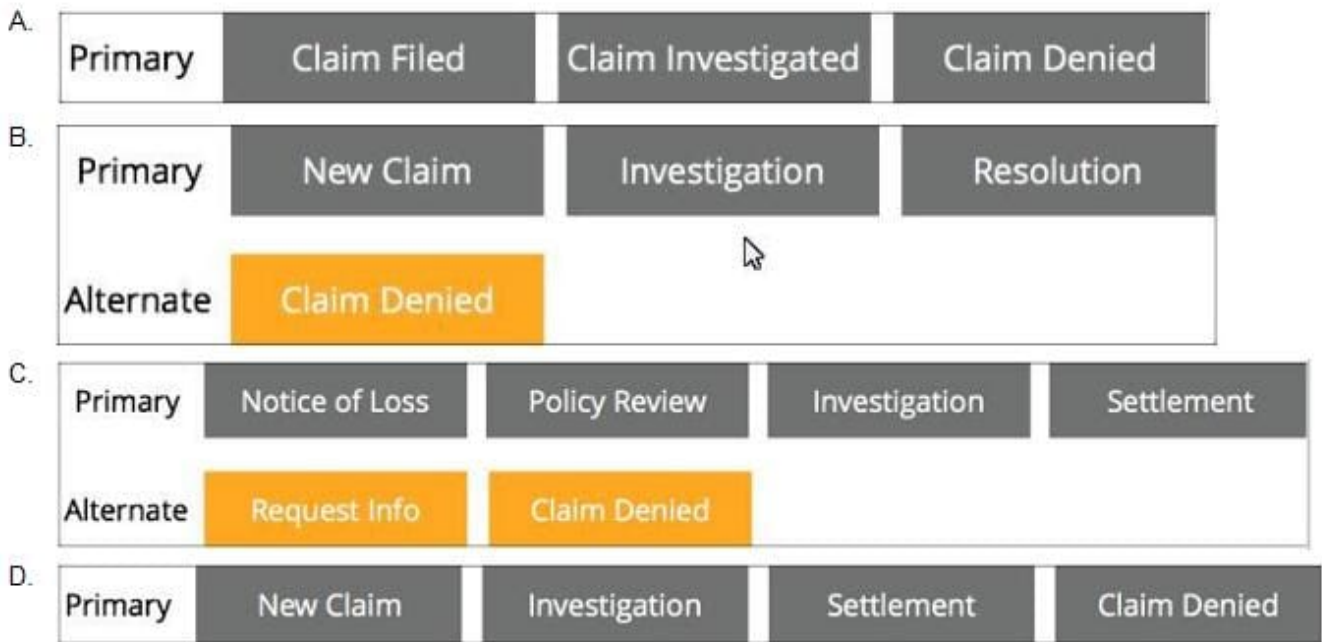
The customer service agent may request additional information from the customer.

The merchant is notified and given 15 days to dispute the fraud claim.

If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

If the fraud claim is rejected, the customer is notified and given 15 days to respond.

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



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: B

### QUESTION 3

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the employees of the manager and their hire dates.

How do you support this request?

A. Summarize the manager column.

B. Sort the manager column.

C. Group the manager column.

D. Filter the manager column.

Correct Answer: C

**QUESTION 4**

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

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**QUESTION 5**

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

- A. Summarize the manager name column.
- B. Group the manager name column.
- C. Group the case ID column.
- D. Summarize the case ID column.

Correct Answer: D

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