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QUESTION 1

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a _____.

A. process that routes to the manager.

B. step that routes to the manager.

C. change stage step to allow the employee to route to the manager.

D. stage to route requests to the manager.

Correct Answer: A

QUESTION 2

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case.

Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

A. Add an assignment to the case life cycle.

B. Add an alternate stage to the case life cycle.

C. Add a stage with a start condition to the case workflow.

D. Add an optional action to the case workflow.

Correct Answer: D

QUESTION 3

You configure a service level to adjust assignment urgency to 100 when the global interval lapses. How does the assignment urgency impact the deadline and passed deadline intervals?

A. Service level processing is halted until the assignment is completed.

B. Urgency value remains at 100, but other service level processing continues.

C. The user is notified that the maximum urgency has been reached.

D. Urgency value continues to increment as configured.

Correct Answer: B

QUESTION 4

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 satisfied the user story.

A. Add a stage-only action to each stage in the case life cycle.

B. Configure the Cancel button on the user views to resolve the case.

C. Add a case wide action to the case life cycle.

D. Add an alternate stage to the case life cycle.

Correct Answer: C

QUESTION 5

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

A. Apply an urgency adjustment to the goal interval.

B. Apply an urgency adjustment to the deadline interval.

C. Adjust the default assignment urgency.

D. Add an escalation action to the interval.

Correct Answer: B

Reference https://community1.pega.com/community/pega-academy/question/using-slas-?urgency-assignments-0

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