PEGACPBA74V1^{Q&As}

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QUESTION 1

Consider the following user story:

As a customer, I want to the able to cancel an open service request at any time.

Select the configuration option that satisfies 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: D

QUESTION 2

DRAG DROP

Select each use case on the left and drag it to the appropriate router on the right.

Select and Place:

Use Case	Answer Area		
A vice president must approve all expense reports over 2500 USD.	**Use Case**		**Router**
			Route to a specific user.
An agent who speaks Russian must work on the case.			
			Route to a work queue.
Accounts Receivable must audit incoming billing requests.			
			Route to a skilled work group.
A series of data collection screens mus be completed by the same user.			
			Route to the current user.

Correct Answer:

Use Case	Answer Area

Answer Area

Use Case	Router
A vice president must approve all expense reports over 2500 USD.	Route to a specific user.
Accounts Receivable must audit incoming billing requests.	Route to a work queue.
An agent who speaks Russian must work on the case.	Route to a skilled work group.
A series of data collection screens mus be completed by the same user.	Route to the current user.

QUESTION 3

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 send notifications to both parties.

B. Set the deadline to be the desired response time based on policy and sends notifications to both parties.

C. Set the deadline to be the required response time based on policy and send notifications to both parties.

D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: CD

QUESTION 4

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 5

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process. What task do you perform to implement this requirement?

A. In the Employment Information process add a custom condition to test the card type.

B. In the Employment Information process add an Approve/Reject step to test the card type.

C. In the Employment Information process add a card type true/false field to a user view.

D. In the Employment Information process validate card type for continued processing.

Correct Answer: A

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