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QUESTION 1

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**
An agent who speaks Russian must work on the case.		Route to a specific user.
Accounts Receivable must audit incoming billing requests.		Route to a work queue.
A series of data collection screens mus be completed by the same user.		Route to a skilled work group.
		Route to the current user.

Correct Answer:

Use Case	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 2

A survey is sent to a customer via email.

How do you configure a solution to ensure the email includes the case ID for the survey?

A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog.

B. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email.

C. Delegte a business rule so representaives can customize the email content as needed on a case- by-case basis.

D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey.

Correct Answer: A

QUESTION 3

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

A. Approve Employee Request

B. Review Request

C. Manager Approves Request

D. Request Approval

Correct Answer: B

QUESTION 4

You are assigned to a pega implementation project as a pega business architect.

Which task are you expected to perform?

A. Organize the project Kickoff meeting.

B. Help to refine ahead of a sprint.

C. Identify the initial of case types.

D. Identify the scope of the initial release.

Correct Answer: B

QUESTION 5

Which two of the following scenarios are good candidates for rule delegation? (Choose Two)

A. Content of an entail confirming a customer submission

B. Business policies controlled by regularity compliance

C. Password validation standards

D. The service level on expense reports

Correct Answer: AB

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