PEGACPBA74V1^{Q&As}

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QUESTION 1

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

QUESTION 2

Which two dependencies do you enforce with a Wait step? (Choose Two)

A. Pausing a case until a predetermined time expires

B. Preventing a case from resuming until an automated decision executes

C. Preventing a case from entering a stage until a condition is met

D. Pausing a case until another case (or all cases) reach a specified status

Correct Answer: AD

QUESTION 3

DRAG DROP

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

Select and Place:

Use Case

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

Answer Area

Use Case	Router
	Route to a specific user.
	Route to a work queue.
	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 4

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

A. Route the request to a manager who assigns the agent.

B. Route requests to a skilled work group.

C. Route to a skilled member of a work group.

D. Route to a work group based on the location.

Correct Answer: B

QUESTION 5

An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the

passenger declares that they will travel with a service animal.

How do you configure the case life cycle to meet this requirement?

A. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.

B. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to run the process.

C. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.

D. Create a child case for service animal accommodation to automatically resolve unless the passenger requires the accommodation.

Correct Answer: B

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