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QUESTION 1

You are preparing to delegate a number of business rules, which three prerequisite- actions must be taken before tan delegate the business rules? (Choose Three)

- A. Ensure the delegated ruleset exists in the Production rulesets list.
- B. Ensure a ruleset that will contain the delegated rules exists.
- C. Ensure a ruleset exists for the users who will manage the delegated rules.
- D. Ensure an access group exists for the users who will manage the delegated rules.
- E. Ensure the delegated rules are added to a locked ruleset.

Correct Answer: ABD

QUESTION 2

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 3

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 4

Consider the following scenario:

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

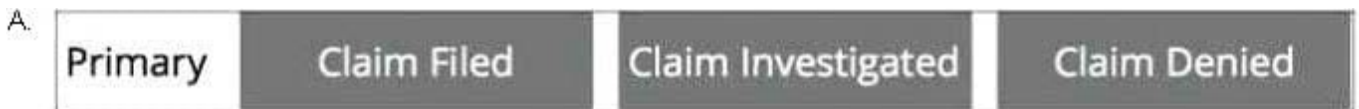
*The customer service agent may request additional information from the customer.

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

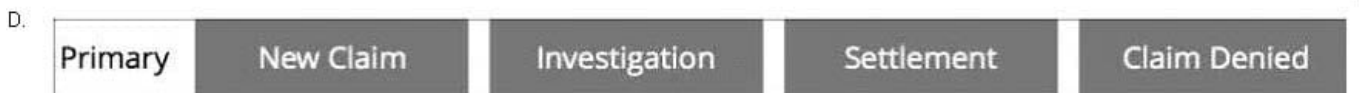
*If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

*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. B.



C. D.

Correct Answer: B

QUESTION 5

A purchase request case is created by an employee. After submitting, the case is assigned to the manager for review. If



approved, the case is assigned to the Accounts Payable department where an agent will review and, pending audit, will approve payment.

To determine what type of routing to apply to each assignment, what question do you ask yourself?

- A. Is any special correspondence needed?
- B. Can the work be delegated to other users?
- C. How long does the work take to complete?
- D. Who should do the work?

Correct Answer: D

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