



# PEGACPBA74V1<sup>Q&As</sup>

Certified Pega Business Architect (CPBA) 74V1

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### QUESTION 1

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

### 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

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 must 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**

<u>Use Case</u>	<u>Router</u>
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 must be completed by the same user.	Route to the current user.

**QUESTION 3**

In a help desk application, you have the following requirement: The Customer Support Representative must response to a help desk ticket within 4 hour after a customer submits a ticket.

Where do you configure the service level to meet this requirement?

- A. The stage
- B. The step
- C. The case type
- D. The process

Correct Answer: B

**QUESTION 4**

An applicant submits a loan request. The system validates information on the loan application and calculates the credit score of the applicant based on credit reports and the account history with the bank.

\*If the credit score is unacceptable, the customer is notified of the result and the loan application is closed.

\*If the credit is acceptable, the loan application is forwarded to a loan officer for review.

\* If the loan officer approves the loan request, the loan application is sent to the underwriting department for processing.

\*If the loan officer rejects the loan request, the customer is notified of the result and the loan application is closed.



Select the case life cycle design that most closely follows the guidelines for identifying and naming stages for the use case.

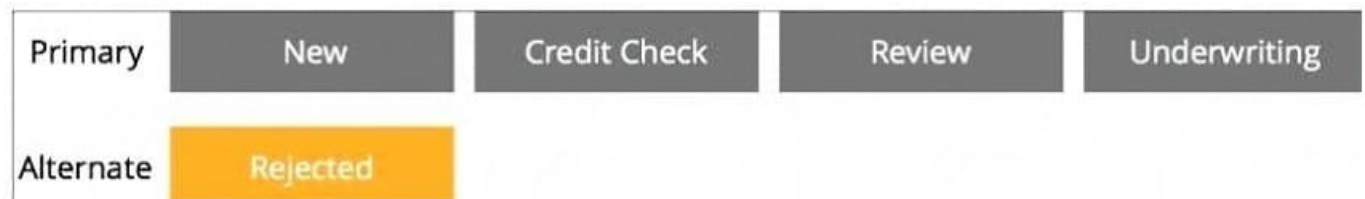
A



B



D



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

### QUESTION 5

How do you route an assignment so that any available member or the Finance department can perform the task?

A. Route the assignment to a work M

B. Route the assignment to a work queue.

C. Route the assignment to the admin user ID.

D. Route the assignment separately to all members.

Correct Answer: B



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